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Basic Search	Advanced Search	Topic Guide	Publication Search	Marked List: 0 articles	Language: English
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Databases selected: Multiple databases...

**Results**

• 6 articles found for: (remote) AND (facility) AND (management) AND (complaints)

[All sources](#) | [Scholarly Journals](#) | [Trade Publications](#) | [Newspapers](#)
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- 
- ☐ 1. **Cauley Geller Announces Class Action Lawsuit Against Laboratory Corporation Of America Holdings on Behalf of Investors**  
PR Newswire. New York: Jun 27, 2003. p. 1  
[Full text](#)
- 
- ☐ 2. **The future of digital remote sensing for production forestry organizations**  
James L Smith, Michael Clutter, Brent Keefer, Zhenkui Ma. **Forest Science**. Bethesda: Jun 2003. Vol. 49, Iss. 3; p. 455  
[Full text](#) [Page Image - PDF](#)
- 
- ☐ 3. **Hopkinton, Mass., Data-Storage Leader Files Patent Complaints against Hitachi**  
Ross Kerber. **Knight Ridder Tribune Business News**. Washington: Apr 13, 2002. p. 1  
[Full text](#)
- 
- ☐ 4. **Authorized personnel only**  
David Healy. **Wireless Review**. Overland Park: Oct 1, 2000. Vol. 17, Iss. 19; p. 41 (2 pages)  
[Full text](#) [Page Image - PDF](#)
- 
- ☐ 5. **Re-engineering process borrows from overseas**  
Eduardo Bergerie, Jesus Verde, Santiago Blanco. **Transmission & Distribution World**. Overland Park: Dec 1997. Vol. 49, Iss. 13; p. 26 (7 pages)  
[Text+Graphics](#) [Page Image - PDF](#)
- 
- ☐ 6. **Company wants to relocate to remote area of Hanover**  
Burrows, Claude. **Richmond Times - Dispatch**. Richmond, Va.: Jan 20, 1997. p. B3  
[Full text](#)
- 

1-6 of 6

Results per page: 10


**Advanced Search**Tools: [Search Tips](#) [Browse Topics](#) [5 Recent Searches](#)

remote	<a href="#">Citation and article text</a>
AND facility	<a href="#">Citation and article text</a>
AND management	<a href="#">Citation and article text</a>
AND complaints	<a href="#">Citation and article text</a>

[Add a row](#) | [Remove a row](#)

Search

Clear

Database: Multiple databases...  [Select multiple databases](#)Date range: All dates Limit results to: ☒ Full text articles only ☐ Scholarly journals, including peer-reviewed 

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Basic Search Advanced Search Topic Guide Publication Search Marked List: 0 articles Language: English

Databases selected: Multiple databases...

## Results

- 3 articles found for: (remote) AND (facility) AND (management) AND (occupants)

### Scholarly Journals

☐ Mark / Clear all on page | [View marked articles](#) Full text articles only Sort results by: Most recent articles first

- 
- ☐ 1. **Global Telematics: MOD orders Global Telematics Orchid solution to track police vehicles patrolling remote areas; Duty of care initiative will allow 24x7 Telematics monitoring of 60 vehicles, with planned roll-out to 550-strong fleet**  
M2 Presswire. Coventry: Sep 7, 2000. p. 1  
 Full text
- 
- ☐ 2. **The future of workspace management**  
Wes McGregor. *Facilities*. Bradford: Mar/Apr 2000. Vol. 18, Iss. 3/4; p. 138  
 Full text
- 
- ☐ 3. **Fire Safety--Is Your Program In Balance**  
Jorgensen, Ernest B., Jr.. *Professional Safety*. Park Ridge: Apr 1989. Vol. 34, Iss. 4; p. 18 (4 pages)  
 Page Image - PDF
- 

1-3 of 3

Results per page: 10

## Advanced Search

 Tools: [Search Tips](#) [Browse Topics](#) [9 Recent Searches](#)

remote	Citation and article text
AND facility	Citation and article text
AND management	Citation and article text
AND occupants	Citation and article text

[Add a row](#) | [Remove a row](#)

Database: Multiple databases... [Select multiple databases](#)Date range: All datesLimit results to: ☒ Full text articles only ☐ Scholarly journals, including peer-reviewed [About](#)

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primary and secondary and auction and Full Text and Published Date: 198001-... [Add](#)

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To print, e-mail, or save an article or citation, add it to your folder.

1 to 8 (of 8) Pages: 1

Sort by:  [Add \(1-8\)](#)*The number of available results reflects the removal of duplicates.*

1. **Making grade at city's private schools.** By: Podmolik, Mary Ellen. Crain's Chicago Business, 6/3/2002, Vol. 25 Issue 22, p3, 2p, 1c; (AN 6878318)

[HTML Full Text](#) [Add](#)

2. **Bidding and Information: Evidence from Gilt-edged Auctions.** By: Breedon, Francis; Ganley, Joe. Economic Journal, Oct2000, Vol. 110 Issue 466; (AN 4336904)

[PDF Full Text](#) (499K) [Add](#)

3. **Hennessy Hired At MuniAuction.** By: Carpenter, Sheri. Bond Buyer, 04/18/2000, Vol. 332 Issue 30873, p9, 1/8p; (AN 3024821)

[HTML Full Text](#) [Add](#)

4. **Electronic Ventures: Heed SEC Letters, MSRB's Taylor Says.** By: Hume, Lynn. Bond Buyer, 04/11/2000, Vol. 332 Issue 30868, p5, 1/4p; (AN 3029815)

[HTML Full Text](#) [Add](#)

5. **Decentralized computation procurement and computational robustness in a smart market.** By: Brewer, Paul J.. Economic Theory, 1999, Vol. 13 Issue 1, p41, 52p; (AN 4719403)

[PDF Full Text](#) (1.1MB) [Add](#)

6. **Yields drop on primary market, tax-exempts lose morning gains.** By: Sherman, Lynn. Bond Buyer, 02/13/98, Vol. 323 Issue 30331, p1, 2p, 2 charts; (AN 261382)

[HTML Full Text](#) [Add](#)

7. **Greece.** Euromoney, Sep95 Supplement Issue 317, p16, 4p, 2 graphs; (AN 9510230065)

[Add](#)

8. **Small business wants two things from banks: Service and credit.** By: Moore, Thomas. Las Vegas Business Press, 5/22/95, Vol. 12 Issue 20, p13, 2p; (AN 9512030350)

[HTML Full Text](#) [Add](#)

1 to 8 (of 8) Pages: 1

[Add \(1-8\)](#)

FTXTCOR is set ON as an alias for 15, 9, 810, 275, 476, 610, 275, 476, 624, 636, 621, 613, 813, 16, 160, 634, 148, 20.

NFTXTCOR is set ON as an alias for 77, 35, 583, 65, 2, 233, 474, 475, 99, 348, 349, 347.

>>> 77 does not exist

>>>1 of the specified files is not available

SYSTEM:OS - DIALOG OneSearch

File 15:ABI/Inform(R) 1971-2003/Sep 30

(c) 2003 ProQuest Info&Learning

\*File 15: Alert feature enhanced for multiple files, duplicate removal, customized scheduling. See HELP ALERT.

File 9:Business & Industry(R) Jul/1994-2003/Sep 29

(c) 2003 Resp. DB Svcs.

File 810:Business Wire 1986-1999/Feb 28

(c) 1999 Business Wire

File 275:Gale Group Computer DB(TM) 1983-2003/Sep 29

(c) 2003 The Gale Group

File 476:Financial Times Fulltext 1982-2003/Sep 30

(c) 2003 Financial Times Ltd

File 610:Business Wire 1999-2003/Sep 30

(c) 2003 Business Wire.

\*File 610: File 610 now contains data from 3/99 forward.

Archive data (1986-2/99) is available in File 810.

File 624:McGraw-Hill Publications 1985-2003/Sep 29

(c) 2003 McGraw-Hill Co. Inc

\*File 624: Homeland Security & Defense and 9 Platt energy journals added

Please see HELP NEWS624 for more

File 636:Gale Group Newsletter DB(TM) 1987-2003/Sep 29

(c) 2003 The Gale Group

File 621:Gale Group New Prod.Annou.(R) 1985-2003/Sep 30

(c) 2003 The Gale Group

File 613:PR Newswire 1999-2003/Sep 30

(c) 2003 PR Newswire Association Inc

\*File 613: File 613 now contains data from 5/99 forward.

Archive data (1987-4/99) is available in File 813.

File 813:PR Newswire 1987-1999/Apr 30

(c) 1999 PR Newswire Association Inc

File 16:Gale Group PROMT(R) 1990-2003/Sep 29

(c) 2003 The Gale Group

\*File 16: Alert feature enhanced for multiple files, duplicate removal, customized scheduling. See HELP ALERT.

File 160:Gale Group PROMT(R) 1972-1989

(c) 1999 The Gale Group

File 634:San Jose Mercury Jun 1985-2003/Sep 29

(c) 2003 San Jose Mercury News

File 148:Gale Group Trade & Industry DB 1976-2003/Sep 30

(c)2003 The Gale Group

\*File 148: Alert feature enhanced for multiple files, duplicate removal, customized scheduling. See HELP ALERT.

File 20:Dialog Global Reporter 1997-2003/Sep 30

(c) 2003 The Dialog Corp.

File 35:Dissertation Abs Online 1861-2003/Sep

(c) 2003 ProQuest Info&Learning

File 583:Gale Group Globalbase(TM) 1986-2002/Dec 13

(c) 2002 The Gale Group

\*File 583: This file is no longer updating as of 12-13-2002.

File 65:Inside Conferences 1993-2003/Sep W4  
(c) 2003 BLDSC all rts. reserv.  
File 2:INSPEC 1969-2003/Sep W3  
(c) 2003 Institution of Electrical Engineers  
\*File 2: Alert feature enhanced for multiple files, duplicates  
removal, customized scheduling. See HELP ALERT.  
File 233:Internet & Personal Comp. Abs. 1981-2003/Jul  
(c) 2003, EBSCO Pub.  
File 474:New York Times Abs 1969-2003/Sep 29  
(c) 2003 The New York Times  
File 475:Wall Street Journal Abs 1973-2003/Sep 29  
(c) 2003 The New York Times  
File 99:Wilson Appl. Sci & Tech Abs 1983-2003/Aug  
(c) 2003 The HW Wilson Co.  
File 348:EUROPEAN PATENTS 1978-2003/Sep W03  
(c) 2003 European Patent Office  
File 349:PCT FULLTEXT 1979-2002/UB=20030925,UT=20030918  
(c) 2003 WIPO/Univentio  
File 347:JAPIO Oct 1976-2003/May(Updated 030902)  
(c) 2003 JPO & JAPIO  
\*File 347: JAPIO data problems with year 2000 records are now fixed.  
Alerts have been run. See HELP NEWS 347 for details.

Set	Items	Description
S1	10	((TENANT OR OCCUPANT) (10N) (COMPLAINT OR REQUEST)) (S) (N-ETWORK)
S2	111712	BUILDING (10W) (MAINTENANCE OR MANAGEMENT)
S3	7969	S2 (S) (NETWORK OR INTRANET)
S4	68	S3 AND (COMPLAINTS)
S5	63	RD S4 (unique items)
S6	41	S5 AND PY<2001

? t s6/3,k/1-41

6/3,K/1 (Item 1 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
(c) 2003 ProQuest Info&Learning. All rts. reserv.

02528567 117543066  
Keynote paper From marketing mix to relationship marketing - towards a paradigm shift in marketing  
Gronroos, Christian  
Management Decision v35n4 PP: 322-339 1997  
ISSN: 0025-1747 JRNL CODE: MGD  
WORD COUNT: 13117

...TEXT: approach to organizing the marketing function has isolated marketing from design, production, deliveries, technical service, **complaints** handling, invoicing and other activities of the firm. As a consequence, the rest of the...Nordic School, clearly views marketing as an interactive process in a social context where relationship **building** and **management** are a vital cornerstone[93, 94, 95]. They are in some respects clearly related to...

6/3,K/2 (Item 2 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
(c) 2003 ProQuest Info&Learning. All rts. reserv.

02495030 117543236  
Rule breaking and a new opportunistic managerialism  
Young, Ann P  
Management Decision v37n7 PP: 582 1999  
ISSN: 0025-1747 JRNL CODE: MGD  
WORD COUNT: 5202

...TEXT: rules localised to his own sphere of operations by picking up all the problems and **complaints** and acting "not as a sounding board, but a hammering board". So, although there was...the absence of rules should not jeopardize organizational control mechanisms. In many organizations, the informal **network** of rules is more powerful than the formal framework and managers need to identify whether...

... between professional and managerial rules could be reduced by accepting the strength of professionalism and **building** onto this rather than developing **management** rules separately.

For the individual being "managed", an important issue seems to be self-knowledge...



6/3,K/3 (Item 3 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
(c) 2003 ProQuest Info&Learning. All rts. reserv.

02074178 61955165  
Mobile monitoring in plain language  
Aigrot, Laure  
Telecommunications v34n9 PP: 102-107 Sep 2000  
ISSN: 0040-2494 JRNL CODE: TIE  
WORD COUNT: 1916

...TEXT: performance. For example, the end-user's perception of a service tends to centre on **complaints** such as 'the service is too slow', 'I cannot get through', 'I cannot get to...

... Mobile operator Orange provides prototype simulated data based on real data collected from its **network**: **network** performance data, **network** alarm data, SS7 CDRs, Switch CDRs, SMS-C CDRs and WAP event logs. Nokia and Agilent provide expertise on the collection and interpretation of **network** performance data (performance measurements produced from the radio and switching Nokia **network** elements and SS7 CDRs produced by the Agilent Access7 system which collects SS7 data via probes from the signalling **network**, and generates SS7 CDRs). ADC, meanwhile, provides the performance analysis expertise, the Service Quality Management module, as well as its 'Metrica' **building** blocks for the **network management** and the customer QoS layers, such as the Metrica Analysis Applications, which turn large volumes...

6/3,K/4 (Item 4 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
(c) 2003 ProQuest Info&Learning. All rts. reserv.

01916573 05-67565  
Keeping tabs on your network  
Pancholi, Sunil  
Transmission & Distribution World v51n9 PP: 28-38 Oct 1999  
ISSN: 1087-0849 JRNL CODE: TMD  
WORD COUNT: 1938

...TEXT: of the city and adjoining counties in Maryland. The utility uses various types of primary **network** schemes to assure the reliability of electric supply in critical locations and to suit a wide range of load density. Pepco has more than 3700 **network** protectors in service today. Housed in underground vaults in the sidewalks and roadways, the majority of the **network** transformers and protectors are located in downtown Washington, D.C., and its inner suburbs. About 10% of the transformers and protectors are located in the customer switchgear rooms and **building** rooftop vaults.

Pepco has a routine-maintenance program to inspect and test the transformers and protectors in the field on a predetermined...it is discovered either during routine maintenance or by low-voltage or no-voltage customer **complaints**. The conventional arrangement/design has no means to identify the inadvertent opening of the protectors...

6/3,K/5 (Item 5 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
(c) 2003 ProQuest Info&Learning. All rts. reserv.

01826466 04-77457  
Network management in the enterprise  
Baker, Steven  
UNIX Review's Performance Computing v17n6 PP: 23-34 Jun 1999  
ISSN: 1098-7150 JRNL CODE: URPC  
WORD COUNT: 5760

...TEXT: HP acquisitions, targeted to system management. HP considers its OpenView family a series of separate **building** blocks that can be assembled for enterprise **management**. This differs from the CA and IBM models, which start with a core management framework and add integrated options. The most popular OpenView application is still **Network** Node Manager (NNM).

Version 6.0 of the Network Node Manager was released in January...

... of devices that need a lot of customization to be useful. One of the primary **complaints** I heard from several HP users was the time needed to customize these topology maps...

... includes a number of other products with separate pieces of a system management puzzle. The **building** blocks cover software and hardware inventory, desktop administration, service **management**, storage, software distribution, monitoring (**network** - and application-performance measurement, analysis, and reporting), and other administration tasks. These building blocks do...

6/3,K/6 (Item 6 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
(c) 2003 ProQuest Info&Learning. All rts. reserv.

01764879 04-15870  
Employee involvement and market orientation in a transition economy: Importance, problems and a solution  
Martin, James H; Martin, Beth Ann; Grbac, Bruno  
Journal of Managerial Issues v10n4 PP: 485-502 Winter 1998  
ISSN: 1045-3695 JRNL CODE: JML  
WORD COUNT: 7764

...TEXT: provision levels) as well as specific external market-related goals (e.g., number of customer **complaints**, customer satisfaction levels, number of repeat buyers, cross-sell penetration ratios) for each business unit... the goals to reflect the group rather than the individual and to reflect a social **network** and relationship **building** orientation to the customer, 2) changing the focus of **management** authority to a goal setting orientation by providing challenging goals for employees, and providing employees...

6/3,K/7 (Item 7 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
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search for 09/679,903

01556531 02-07520

Re-engineering process borrows from overseas

Bergerie, Eduardo; Verde, Jesus; Blanco, Santiago

Transmission & Distribution World v49n13 PP: 26-34 Dec 1997

ISSN: 1087-0849 JRNL CODE: TMD

WORD COUNT: 2394

...TEXT: and peaks.

#### Development Functions

The engineering and project module supplies the engineer in charge of **network** design with a set of **network** analysis algorithms applicable to the FDB. The module also supplies a suite of master projects consisting of **building** units and a computer-aided design (CAD) tool.

The works **management** module (SGT) allows for detailed monitoring of work in progress from the time customer requests...

... the mediumvoltage network are detected via the alarm signals emitted by the SCADA, while customer **complaints**, automatically paired to the facilities supplying their power, hold out the possibility of detecting incidents...accordance with the following timetable:

Incidents management system (SGI), March 1992. The system handles customer **complaints**, automatically pairing **complaints** to the facilities involved and performing a follow-up of medium and low-voltage incidents...

... more efficient allocation and control of resources. Based on the break-down of projects into **building** units, SGT meant a radical change in project and works **management**, simplifying technical work and allowing for actual monitoring.

Facilities database (FDB), July 1994. FDB constitutes...

6/3,K/8 (Item 8 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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01239496 98-88891

Taking life safety to new heights

Hauri, S Ronald

Security Management v40n6 PP: 40-46 Jun 1996

ISSN: 0145-9406 JRNL CODE: SEM

WORD COUNT: 3253

ABSTRACT: On April 13, 1992, a construction accident in Chicago had damaged a **network** of freight tunnels that run beneath the city's central business district. The tunnels were...

... electrical power to companies throughout the area. With flood waters heading its way, the Amoco **Building** emergency **management** team went into action and decided to evacuate the eighty-three story skyscraper before electrical...

search for 09/679,903

... rise building's security efforts. With thousands of employees, customers, contractors, and vendors visiting the **building** at any given time, **building management** cannot ignore the possibility of fires, tornadoes, bomb threats, explosions, medical emergencies, and other life...

...TEXT: World Trade Center had failed minutes after the bomb exploded there. One of the major **complaints** from building occupants was their inability to see their way down stairways.

In addition to...

6/3,K/9 (Item 9 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
(c) 2003 ProQuest Info&Learning. All rts. reserv.

01045848 96-95241  
Covering the network management spectrum  
Coopee, Todd  
Network World v12n22 PP: 57-58 May 29, 1995  
ISSN: 0887-7661 JRNL CODE: NWW  
WORD COUNT: 2170

...TEXT: a valid activation key, the installation ran unattended and seamlessly.

Work in Spectrum begins by **building** a topological model and **management** database of the **network**. Administrators may build this hierarchy manually or via the built-in AutoDiscovery application. Similar to SunNet Manager's AutoDiscover tool, AutoDiscovery automatically maps a **network**, locating devices and placing them in an appropriate hierarchy.

Once a topological model has been...to run at regularly scheduled intervals via the Unix "cron" command.

One of our minor **complaints** in the AutoDiscovery process lies in the fact that devices that no longer appear on...

6/3,K/10 (Item 10 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
(c) 2003 ProQuest Info&Learning. All rts. reserv.

00929361 95-78753  
The capabilities of market-driven organizations  
Day, George S  
Journal of Marketing v58n4 PP: 37-52 Oct 1994  
ISSN: 0022-2429 JRNL CODE: JMK  
WORD COUNT: 12346

...TEXT: from the frontline employees is blocked. In market-driven organizations, these frontline contacts, who hear **complaints** or requests for new services and see the consequences of competitive activity, are motivated to...Sustained Competitive Advantage," Journal of Management, 17, 99-120.

Bartmess, Andrew and Keith Cerny (1993), "**Building** Competitive Advantage Through a Global **Network** of Capabilities," California **Management Review** (Winter), 78-103.

Boynton, Andrew C. and Bart Victor (1991), "Beyond Flexibility: Building and...

6/3,K/11 (Item 11 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
(c) 2003 ProQuest Info&Learning. All rts. reserv.

00870784 95-20176  
From marketing mix to relationship marketing: Towards a paradigm shift in marketing  
Gronroos, Christian  
Management Decision v32n2 PP: 4-20 1994  
ISSN: 0025-1747 JRNL CODE: MGD  
WORD COUNT: 12968

...TEXT: approach to organizing the marketing function has isolated marketing from design, production, deliveries, technical service, **complaints** handling, invoicing and other activities of the firm. As a consequence, the rest of the...Nordic School, clearly views marketing as an interactive process in a social context where relationship **building** and **management** are a vital cornerstone[93-95]. They are in some respects clearly related to the...behaviour ingredients. In conclusion, we think it is not unfair to say that the relationship **building** and **management** approach to marketing, relationship marketing, has the necessary ingredients for the development of a general...

6/3,K/12 (Item 12 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
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00784139 94-33531  
Information needs for management decision-making  
Goodman, Susan K  
Records Management Quarterly v27n4 PP: 12-23 Oct 1993  
ISSN: 1050-2343 JRNL CODE: RMQ  
WORD COUNT: 8179

...TEXT: to successful management; tools to acquire information about other functions of the division and for **network building** are more helpful.

A positive correlation was found between **management** success and effective information needs assessment, gathering and use.(8) Strategic use of information seems... which to make a decision. An information glut is seen as an information shortage.

5. **Complaints** that not enough information is available are voiced even as available data is ignored.

6...

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6/3,K/13 (Item 1 from file: 275)  
DIALOG(R)File 275:Gale Group Computer DB(TM)  
(c) 2003 The Gale Group. All rts. reserv.

02296321 SUPPLIER NUMBER: 54622869 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
Network Management at In The Enterprise.(Product Information)  
Baker, Steven  
UNIX Review's Performance Computing, 17, 6, 23(1)  
June, 1999  
LANGUAGE: English RECORD TYPE: Fulltext; Abstract  
WORD COUNT: 6364 LINE COUNT: 00547

... HP acquisitions, targeted to system management. HP considers its OpenView family a series of separate **building** blocks that can be assembled for enterprise **management**. This differs from the CA and IBM models, which start with a core management framework and add integrated options. The most popular OpenView application is still **Network** Node Manager (NNM).

Version 6.0 of the Network Node Manager was released in January...

...of devices that need a lot of customization to be useful. One of the primary **complaints** I heard from several HP users was the time needed to customize these topology maps...includes a number of other products with separate pieces of a system management puzzle. The **building** blocks cover software and hardware inventory, desktop administration, service **management**, storage, software distribution, monitoring (**network** - and application-performance measurement, analysis, and reporting), and other administration tasks. These building blocks do...

19990601

6/3,K/14 (Item 2 from file: 275)  
DIALOG(R)File 275:Gale Group Computer DB(TM)  
(c) 2003 The Gale Group. All rts. reserv.

01690860 SUPPLIER NUMBER: 15565317 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
Brainy buildings. (building automation) (Johnson Controls' Metasys automated monitoring device) (includes related article on benefits of building automation)  
Karve, Anita  
LAN Magazine, v9, n8, p135(5)  
August, 1994  
ISSN: 0898-0012 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT  
WORD COUNT: 3455 LINE COUNT: 00279

... an automated monitoring package that integrates control of several internal functions of the West Bend **building**, including HVAC, energy **management**, and lighting. Metasys consists of controllable panels, or modules, and operator workstations that communicate over Metasys' communications backbone, the N1 LAN. The N1 LAN is an Arcnet **network** that connects supervisory **Network** Control Units (NCUs) to operator workstations via coax cable.

"Metasys has monitors in ducts, rooms...efficiently using personnel, says Bernaden. Instead of sending people around a building to check on **complaints** about the temperature, or to replace a filter or light

search for 09/679,903

bulb someone can check a...

**19940800**

6/3,K/15 (Item 3 from file: 275)  
DIALOG(R)File 275:Gale Group Computer DB(TM)  
(c) 2003 The Gale Group. All rts. reserv.

01671085 SUPPLIER NUMBER: 15066345 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
The internetwork manager's survival guide.  
Kim, David  
LAN Magazine, v9, n4, p111(5)  
April, 1994  
ISSN: 0898-0012 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT  
WORD COUNT: 2661 LINE COUNT: 00235

... notice a multitude of calls related to a login problem, slow performance and response-time **complaints**, and an entire department reports it cannot attach or log in to its file server...successful in defining the management protocols, objects, and structure. But lacking in internetwork management are **network** management application standards and APIs that can act as **building** blocks for cross-platform **management** systems.

Maybe the next-generation network management applications will incorporate network management data into structured...

**19940400**

6/3,K/16 (Item 4 from file: 275)  
DIALOG(R)File 275:Gale Group Computer DB(TM)  
(c) 2003 The Gale Group. All rts. reserv.

01311752 SUPPLIER NUMBER: 07621106 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
Users grope in the dark. (automated operations at IBM) (includes related article on automated operations terminology)  
McCrone, John  
IBM System User, p15(4)  
August, 1989  
ISSN: 0950-303X LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT  
WORD COUNT: 2993 LINE COUNT: 00228

... the kit hanging off the network.

DEC is working frantically on a rival to NetView, **building** on a blueprint it calls Enterprise **Management** Architecture (EMA). DEC hopes to have its first **network** management products out by the end of the year and SNA users will be squarely in its sights. AT&T is also gunning for the **network** management market with its Unified **Network** Management Architec-

ture. AT&T has forged an alliance with Cincom, and is using NetMaster ...

...not surprising to see IBM'S marketers beginning to listen to the rising tide of **complaints** from operations managers.

The third release of NetView, announced in September 1988, became available last...

search for 09/679,903

19890800

6/3,K/17 (Item 5 from file: 275)  
DIALOG(R)File 275:Gale Group Computer DB(TM)  
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01261904 SUPPLIER NUMBER: 07184831 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
OSI: how vendors stack up against the seven layers.  
Dortch, Michael  
MIS Week, v9, n46, p30(2)  
Nov 14, 1988  
ISSN: 0199-8838 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT  
WORD COUNT: 1568 LINE COUNT: 00131

... NetView and NetView/PC have recently been increased, which is expected by analysts to reduce **complaints** about, and increase compliance with, NetView, among other network vendors.  
IBM also announced in September...

...are," he added.

User Responses

Users apparently are skeptical that their vendors will soon deliver **network** management tools that are both OSI-compliant and truly interoperable with other vendors' offerings. International Data Corp. (IDC) of Framingham, Mass. recently surveyed 100 Fortune-1,000 **network** managers. More than one-quarter of the respondents said they were **building** their own methods for integrated **network management**. Only 12 percent were committed to NetView, with just 10 percent declaring their willingness to...

19881114

6/3,K/18 (Item 6 from file: 275)  
DIALOG(R)File 275:Gale Group Computer DB(TM)  
(c) 2003 The Gale Group. All rts. reserv.

01152687 SUPPLIER NUMBER: 00594882 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
An Inside Look at IBM's LAN.  
Sammons, T.; Clark, S.; Schnetlag, T.; Head, J.  
PC Magazine, v4, n3, p136  
Feb. 5, 1985  
DOCUMENT TYPE: evaluation ISSN: 0888-8507 LANGUAGE: ENGLISH  
RECORD TYPE: FULLTEXT; ABSTRACT  
WORD COUNT: 4637 LINE COUNT: 00361

... physical components' design in the network and the overall case of installation overshadow these small **complaints**. Components  
We've explained the system and how it fits together; now let's take  
...

...than broadband networks. (See "The Lay of the LANs" for descriptions of network elements.)

The **network's** broadband use of a single 75-ohm coaxial cable is exciting news because transmission of voice, data, videotex, and cable TV

search for 09/679,903



are possible on this **network** with the proper sending and receiving equipment. Process control, **building maintenance**, and security applications are possible too. We pay a price for this capability, however. Basedband...

19850205

6/3,K/19 (Item 1 from file: 624)  
DIALOG(R)File 624:McGraw-Hill Publications  
(c) 2003 McGraw-Hill Co. Inc. All rts. reserv.

0000604

Buildings: Manufacturing makes a comeback; office market uncertain  
Engineering News-Record January 24, 1985; Pg 64; Vol. 214, No. 4  
Journal Code: ENR ISSN: 0013-807X  
Section Heading: Outlook '85  
Word Count: 1,439 \*Full text available in Formats 5, 7 and 9\*

TEXT:

... by 10%. Also, urban development action grants (UDAG) "are in trouble," he says, mostly over **complaints** that too much action grant money is concentrated in a few highly impacted areas. UDAGs...

...offer some level of "building intelligence" (ENR 11/1/84 p. 61), meaning that a **network** of sensors gathers data about a building's environment, and a **network** of computers and microprocessors uses the information to adjust the **building**'s controls to meet changing conditions. Systems include energy **management** and onsite data communications, telecommunications and office automation among others. The breakup of AT&T...

1985

6/3,K/20 (Item 1 from file: 636)  
DIALOG(R)File 636:Gale Group Newsletter DB(TM)  
(c) 2003 The Gale Group. All rts. reserv.

02850510 Supplier Number: 45777990 (USE FORMAT 7 FOR FULLTEXT)  
ARCHITRON STEWARD: Architron's Cottam asks cabling industry to improve spec' writing to expose 'cowboys'  
M2 Presswire, pN/A  
Sept 11, 1995  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 540

... procedures, it is impossible to compare like with like," claims Cottam. "We are always hearing **complaints** of 'cowboys' in the industry. But to some extent it is up to customers to...

...Architron Steward for four years. Architron Steward provides complete cabling solutions from specialist consultancy and **network** design to installation, project management, training and maintenance. As the voice and data communications subsidiary...

search for 09/679,903

...the William Steward Group, the company can also offer a comprehensive 'one stop' solution for **building** services installation and **maintenance** - covering voice and data cabling as well as electrical and mechanical services.

CONTACT: Peter Rennison...

19950911

6/3,K/21 (Item 1 from file: 621)  
DIALOG(R)File 621:Gale Group New Prod.Annou.(R)  
(c) 2003 The Gale Group. All rts. reserv.

01495551 Supplier Number: 47156312 (USE FORMAT 7 FOR FULLTEXT)  
NetGain Corporation to Present at The Red Herring Venture Market South  
Conference; NetGain Building Web Applications for Customer Management  
Automation  
PR Newswire, p0225ATTU020  
Feb 25, 1997  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 608

... business through distributors, retailers, or other indirect partners and typically have problems tracking leads, customer **complaints**, and routing timely competitive data and other information about customers and prospects. NetGain Customer Management...

...a company's value chain can participate in workflows regardless of global location.

NetGain is **building** its Virtua Enterprise(TM) Customer **Management** application suite using Microsoft's new Active Platform(TM) Internet technologies, along with Microsoft's...  
...of-business applications over the Internet and intranets. It combines the power of PC and **network** computing to link people with information, anywhere, any time. Microsoft Office includes Access, Excel, FrontPage...

19970225

6/3,K/22 (Item 1 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
(c) 2003 The Gale Group. All rts. reserv.

06459092 Supplier Number: 55155612 (USE FORMAT 7 FOR FULLTEXT)  
Outdoor monitoring for indoor benefits.  
Perrott, Will  
Control and Instrumentation, v31, n6, p32(2)  
June, 1999  
Language: English Record Type: Fulltext  
Document Type: Magazine/Journal; Trade  
Word Count: 768

... possible, and to indicate whether a site was associated with a particular incident, should any **complaints** about odour or pollution arise.

In this way, information recorded by the environmental sensors is...

...a more comprehensive picture of conditions over a wider area, or linked directly to a **building management** system, as in the case of the NCPM, or to a data logging device or...

19990601

6/3,K/23 (Item 2 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
(c) 2003 The Gale Group. All rts. reserv.

04103482 Supplier Number: 45983545 (USE FORMAT 7 FOR FULLTEXT)  
The More Network Management Changes, the More It Stays the Same  
CommunicationsWeek, p44  
Dec 4, 1995  
Language: English Record Type: Fulltext  
Document Type: Newsletter; Trade  
Word Count: 536

... management system end users have been seeking.

Even with the much-ballyhooed emergence of Simple **Network** Management Protocol and Unix-based **network** management systems such as SunNet Manager and HP OpenView, end users are still not much closer to **building** the "enterprise **management** console of the future" than they were in 1986. To wit:

\* Most of the leading...

...possible, so whether you're a network manager or a vendor, I invite your comments, **complaints** and criticisms.

Tim Wilson is a senior consultant at Decisys Inc., a Sterling, Va., network...

19951204

6/3,K/24 (Item 3 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
(c) 2003 The Gale Group. All rts. reserv.

02094065 Supplier Number: 42711396 (USE FORMAT 7 FOR FULLTEXT)  
5-Bldg. Network Attracts Tenants, Saves \$450K/Year  
Energy User News, p1  
Feb, 1992  
Language: English Record Type: Fulltext  
Document Type: Magazine/Journal; Tabloid; Trade  
Word Count: 1418

LOS ANGELES - A centrally monitored integrated **building** automation and **maintenance management** system now being installed on a **network** in five area office buildings is expected to yield \$454,000 in annual energy savings...

...to have an edge in renting their space."

The command center will also reduce tenant **complaints** and improve response time, said Manning.

"Tenants only have to make one phone call to...

19920201

6/3,K/25 (Item 1 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2003 The Gale Group. All rts. reserv.

11231806 SUPPLIER NUMBER: 55330289 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
Facilities management in the 21st century.(includes related articles on  
building automation systems and on networking concepts)  
Katipamula, Srinivas; Brambley, Michael R.; Pratt, Robert G.; Chassin,  
David P.  
Heating, Piping, Air Conditioning, 71, 7, 51(7)  
July, 1999  
ISSN: 0017-940X LANGUAGE: English RECORD TYPE: Fulltext  
WORD COUNT: 4029 LINE COUNT: 00345

... the data networks (Internet and intranet, respectively), will  
provide better monitoring and control of the **building** systems and  
enable **management** of distributed facilities from either a central or  
remote location.

In addition to monitoring and...

...tremendously from these opportunities.

Benefits from integrated facilities management include:

- \* lower energy expenses,
- \* fewer occupant **complaints** and faster resolution of problems,
- \* reduced liability and litigation expenses (relating to IAQ issues),
- \* reduced...

19990701

6/3,K/26 (Item 2 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2003 The Gale Group. All rts. reserv.

10865825 SUPPLIER NUMBER: 53930108 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
products.  
Building Design & Construction, 40, 2, 91(1)  
Feb, 1999  
ISSN: 0007-3407 LANGUAGE: English RECORD TYPE: Fulltext  
WORD COUNT: 4679 LINE COUNT: 00394

... communications and control functionality that can be expanded  
incrementally from initial lighting control to complete **building** or  
system **management**, as a factory-assembled panel or as a retrofit to  
existing applications. Siemens Energy & Automation...

...St. Joseph Mercy Health System in Ann Arbor, Mich., they have proven  
successful in calming **complaints** of both sides.

The shelters are available in 77 standard sizes, with many amenities,  
including...

19990201

6/3,K/27 (Item 3 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2003 The Gale Group. All rts. reserv.

09325013      SUPPLIER NUMBER: 19099402      (USE FORMAT 7 OR 9 FOR FULL TEXT)  
Improvements to building controls network halve energy use, win award.  
(building automation by Johnson and Johnson Consumer Products Inc.)  
Randazzo, Mike  
Energy User News, v21, n12, p16(1)  
Dec, 1996  
ISSN: 0162-9131      LANGUAGE: English      RECORD TYPE: Fulltext; Abstract  
WORD COUNT: 857      LINE COUNT: 00075

... energy management team at Johnson and Johnson Consumer Products Inc. here won the 1996 Efficient **Building** Award for **Building** Automation for making energy **management network** and other system improvements that are expected to cut annual energy use in half.  
The...

...equipment optimization has helped cut energy use 35 percent. Tenant satisfaction also has improved, with **complaints** declining from four or five a day to less than one per week. To improve...

...Mass. William Terry, Project Manager  
As occupancy levels climbed from 73 to over 90 percent, **building management** at One Monarch Place needed an efficient means to control temperature and rapidly identify equipment problems. The facility's outdated water-source heat pump controls were replaced with five global **network** controllers and 450 unitary zone controllers from Delta Controls, Surrey, B.C. The move allowed...

19961200

6/3,K/28      (Item 4 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2003 The Gale Group. All rts. reserv.

09048391      SUPPLIER NUMBER: 18711541      (USE FORMAT 7 OR 9 FOR FULL TEXT)  
Web-based management finds support. (Epilogue Technology, others developing new Java-based schemes for network management) (NetWorld+InterOp)  
(Company Business and Marketing)  
Wirbel, Loring  
Electronic Engineering Times, n920, p16(1)  
Sep 23, 1996  
ISSN: 0192-1541      LANGUAGE: English      RECORD TYPE: Fulltext; Abstract  
WORD COUNT: 802      LINE COUNT: 00068

...ABSTRACT: exhibitors at the 1996 NetWorld+InterOp show in Atlanta, GA revealed details of plans for **network**-management systems based on distributed Java applications and Web interfaces. Epilogue Technology Corp unveiled Decorum...

...Enterprise Management system and privately demonstrated the work of several technology partners. Each company is **building** on the work of a loose-knit enterprise-**management** coalition led by Compaq, Intel, Cisco Systems and several others. Vendors used the show to respond to **complaints** that low-layer Java management efforts have been ill-defined to date. Decorum uses a...  
... existing management protocols, including SNMP and the Desktop

search for 09/679,903

Management Interface.

Last week, vendors responded to **complaints** that such efforts have been ill-defined for lower layers in the protocol stack. The...

19960923

6/3,K/29 (Item 5 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2003 The Gale Group. All rts. reserv.

08333943 SUPPLIER NUMBER: 17847526 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
The more network management changes, the more it stays the same.  
(enterprise network management platforms) (Just Managing) (Column)  
Wilson, Tim  
CommunicationsWeek, n587, p44(1)  
Dec 4, 1995  
DOCUMENT TYPE: Column ISSN: 0746-8121 LANGUAGE: English  
RECORD TYPE: Fulltext; Abstract  
WORD COUNT: 563 LINE COUNT: 00048

... management system end users have been seeking.

Even with the much-ballyhooed emergence of Simple **Network** Management Protocol and Unix-based **network** management systems such as SunNet Manager and HP OpenView, end users are still not much closer to **building** the "enterprise **management** console of the future" than they were in 1986. To wit:

\* Most of the leading...

...possible, so whether you're a network manager or a vendor, I invite your comments, **complaints** and criticisms.

Tim Wilson is a senior consultant at Decisys Inc., a Sterling, Va., network...

19951204

6/3,K/30 (Item 6 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
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06741690 SUPPLIER NUMBER: 14566861 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
Efficiency investment yields two-and-half-year payback. (ventilation system of Newport/Klinger Corp.'s building)  
Air Conditioning, Heating & Refrigeration News, v190, n7, p22(2)  
Oct 18, 1993  
ISSN: 0002-2276 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT  
WORD COUNT: 1033 LINE COUNT: 00087

... California Edison. It also created a comfortable work environment.

According to Newport/Klinger, comfort-related **complaints** from employees have almost vanished. Meanwhile, Hill and Williams have the tools to reduce operating...

...inputs allow monitoring of supply air temperature, supply and exhaust fan status, and compressor status.

**Building management network** software allows

search for 09/679,903

simultaneous monitoring of all units -- remotely, if desired -- and the generation of management...

19931018

6/3,K/31 (Item 7 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2003 The Gale Group. All rts. reserv.

05871994 SUPPLIER NUMBER: 12043541 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
5-bldg. **network** attracts tenants, saves \$450K/year. (E.T. Harlowe Co.  
installs centrally monitored integrated **building** automation and  
**maintenance management** system installed on **network** in 5  
Los Angeles County, California, office buildings)

Gahran, Amy

Energy User News, v17, n2, p1(3)

Feb, 1992

ISSN: 0162-9131

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT

WORD COUNT: 1486

LINE COUNT: 00118

5-bldg. **network** attracts tenants, saves \$450K/year. (E.T. Harlowe Co.  
installs centrally monitored integrated **building** automation and  
**maintenance management** system installed on **network** in 5  
Los Angeles County, California, office buildings)

TEXT:

LOS ANGELES -- A centrally monitored integrated **building**  
automation and **maintenance management** system now being  
installed on a **network** in five area office buildings is expected to  
yield \$454,000 in annual energy savings...

... to have an edge in renting their space."

The command center will also reduce tenant **complaints** and  
improve response time, said Manning.

"Tenants only have to make one phone call to...

19920200

6/3,K/32 (Item 8 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2003 The Gale Group. All rts. reserv.

04500908 SUPPLIER NUMBER: 08049130 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
Third annual 1990 directory of human resources services, products and  
suppliers. (directory)

Personnel, v67, n1, p41(109)

Jan, 1990

DOCUMENT TYPE: directory

ISSN: 0031-5702

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 105313

LINE COUNT: 10071

... Independence

Mall, Philadelphia, PA 19106;

215-923-5300

The Alexander Consulting Group, Inc.,

2200 Oliver **Building**, 535 Smithfield St.,

search for 09/679,903

Pittsburgh, PA 15222; 412-562-1511  
The Alexander Consulting Group, Inc.,  
3319...implementation assistance.  
Dan Ciampa, President and CEO  
John Burns, Vice-President and Director of  
Organization & **Management** Serv.  
The Reliability Group, 11720 S.W. 112 Ave.  
Rd., Miami, FL 33176; 305-251...Gary, Manager  
No. of Employees: 10  
Togar Assocs. offers investigative services  
for equal employment opportunity  
**complaints** and EEO training and counseling to  
help develop affirmative action planning and  
programs.  
Thomas M...truckload carrier with  
operating authority in all 50 states. NAVL  
provides services through a worldwide  
**network** of 1,213 independently owned  
agencies. NAVL supports customers through  
product line divisions including Relocation...

...policy consulting, REO.

Konrad F. Rother, President  
Robert G. Walters, Senior Vice-President  
Buyer Advocate **Network**, 434 N. Oliver,  
Wichita, KS 67208; 800-733-BANK  
Contact: Robert "Griff" Griffith, President  
No. of Employees: 3  
Buyer broker referral **network** for corporate  
transferees desiring representation in their  
home purchase. Buyer brokerage  
consultation for corporations.  
Robert...

19900100

6/3,K/33 (Item 9 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2003 The Gale Group. All rts. reserv.

02481925 SUPPLIER NUMBER: 03987439 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
Six firms are showcasing new EMS at Atlanta Expo. (8th World Energy  
Engineering Congress)  
Energy User News, v10, p1(9)  
Oct 21, 1985  
ISSN: 0162-9131 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT  
WORD COUNT: 4915 LINE COUNT: 00388

... which is often the single largest load, to be included in demand  
limiting options without **complaints** by building personnel.

These variable voltage lighting control strategies can be used on all  
types...most large users monitor and make program changes with an IBM PC.

The Facility Information **Network** allows the EMS IBM to share  
energy data with other IBMs in different offices such as the accounting  
department for tenant billing purposes, the **building** manager's  
office, the **maintenance** department in each building, the facility

search for 09/679,903



planning office, the engineering department or the personnel office...

19851021

6/3,K/34 (Item 1 from file: 20)  
DIALOG(R)File 20:Dialog Global Reporter  
(c) 2003 The Dialog Corp. All rts. reserv.

03003761  
IT Takes  
BUSINESS TIMES (SINGAPORE)  
October 05, 1998  
JOURNAL CODE: FBTS LANGUAGE: English RECORD TYPE: FULLTEXT  
WORD COUNT: 347

... poorly with other departments of their companies. Another 19 per cent noted they had frequent **complaints** over the difficulty of retrieving stored data from a network. This was the feedback obtained...

... offerings.<p><BR>Intelligent Building Conference<p><BR>(SINGAPORE)  
Eutech Cybernetics, a provider of intelligent **building management** systems, is organising a conference on intelligent buildings on Oct 12 at the Traders Hotel...

19981005

6/3,K/35 (Item 1 from file: 349)  
DIALOG(R)File 349:PCT FULLTEXT  
(c) 2003 WIPO/Univentio. All rts. reserv.

00761432  
METHODS, CONCEPTS AND TECHNOLOGY FOR DYNAMIC COMPARISON OF PRODUCT FEATURES AND CUSTOMER PROFILE  
PROCEDES, CONCEPTS ET TECHNIQUE DE COMPARAISON DYNAMIQUE DE CARACTERISTIQUES D'UN PRODUIT ET DU PROFIL DES CONSOMMATEURS  
Patent Applicant/Assignee:  
ANDERSEN CONSULTING LLP, 100 South Wacker Drive, Chicago, IL 60606, US,  
US (Residence), US (Nationality)  
Inventor(s):  
GUHEEN Michael F, 2218 Mar East Street, Tiburon, CA 94920, US  
MITCHELL James D, 3004 Alma, Manhattan Beach, CA 90266, US  
BARRESE James J, 757 Pine Avenue, San Jose, CA 95125, US  
Legal Representative:  
BRUESS Steven C, Merchant & Gould P.C., P.O. Box 2903, Minneapolis, MN 55402-0903, US  
Patent and Priority Information (Country, Number, Date):  
Patent: WO 200073958 A2 **20001207** (WO 0073958)  
Application: WO 2000US14459 20000524 (PCT/WO US0014459)  
Priority Application: US 99320818 19990527  
Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW  
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE  
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

search for 09/679,903

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW  
(EA) AM AZ BY KG KZ MD RU TJ TM  
Publication Language: English  
Filing Language: English  
Fulltext Word Count: 151011

Patent and Priority Information (Country, Number, Date):

Patent: ...**20001207**  
Fulltext Availability:  
Claims  
Publication Year: **2000**

Claim

... COMPONENTS OF THE  
SYSTEM IN ORDER TO DEPICT INFORMATION  
RELATING TO AT LEAST ONE OF **BUILDING**,  
**MANAGEMENT**, AND SUPPORT OF THE SYSTEM 26  
INDICIA CODING THE COMPONENTS OF THE  
SYSTEM IN ORDER...

...OF THE SYSTEM ARE TO BE  
TESTED  
DETERMINING AT LEAST ONE AREA OF AN EXISTING **NETWORK** 31  
FRAMEWORK IN WHICH REDUNDANCIES AND OMISSIONS OF BUSINESS  
EFFORTS EXIST  
PRESENTING A PICTORIAL REPRESENTATION OF THE EXISTING 32  
**NETWORK** FRAMEWORK INCLUDING A PLURALITY OF COMPONENTS  
HIGHLIGHTING THE REDUNDANCIES AND THE OMISSIONS BY INDICIA 33  
CODING THE COMPONENTS OF THE EXISTING **NETWORK** THAT RESIDE  
IN THE AT LEAST ONE AREA  
Figure 1B  
12  
CREATING A DATABASE WHICH...

...A LISTING OF ALL OF THE 31 a  
COMPONENTS OF AN AREA OF AN EXISTING **NETWORK** FRAMEWORK  
CREATING A SECOND DATABASE WHICH INCLUDES A LISTING OF ALL 31b  
SERVICES PROVIDED BY VENDORS THAT CORRESPOND TO THE  
COMPONENTS OF THAT AREA...INCLUDES A LISTING OF ALL OF THE 35a  
COMPONENTS OF AN AREA OF AN EXISTING **NETWORK** FRAMEWORK  
CREATING A SECOND DATABASE WHICH INCLUDES A LISTING OF ALL 35b  
COMPONENTS NECESSARY TO...

...A PLURALITY OF COMPONENTS 36  
REQUIRED FOR IMPLEMENTATION OF A PREDETERMINED  
TECHNOLOGY USING AN EXISTING **NETWORK** FRAMEWORK  
PICTORIALLY REPRESENTING THE EXISTING **NETWORK** FRAMEWORK 37  
AND THE PLURALITY OF COMPONENTS THEREOF  
INDICIA CODING A FIRST COMPONENT OF THE EXISTING **NETWORK** 38  
FRAMEWORK IN ORDER TO INDICATE THAT THE FIRST COMPONENT  
MUST BE IMPLEMENTED FIRST  
39  
INDICIA CODING A SECOND COMPONENT OF THE EXISTING **NETWORK**  
FRAMEWORK IN ORDER TO INDICATE THAT THE SECOND COMPONENT  
MUST BE IMPLEMENTED AFTER THE FIRST...

...OF ALL OF THE COMPONENTS REQUIRED FOR 36a

IMPLEMENTATION OF THE TECHNOLOGY USING AN EXISTING  
**NETWORK** FRAMEWORK  
POSITIONING PRIMARY COMPONENTS, WHICH SHOULD OR MUST BE 36b  
INSTALLED BEFORE OTHER SECONDARY COMPONENTS...  
...COMPONENTS TO BE DELIVERED IN THE 41c  
FIRST PHASE  
Figure 1E4  
41  
DETERMINING A CURRENT **NETWORK** FRAMEWORK 43  
DISPLAYING A GRAPHICAL DEPICTION OF THE CURRENT **NETWORK** 44  
FRAMEWORK AND A PLURALITY OF COMPONENTS THEREOF  
PRESENTING A COMPARATIVE ANALYSIS OF AT LEAST...  
  
...PRODUCTS OR SERVICES  
COMPARING THE SERVICES IN THE DATABASE TO THE COMPONENTS 45c  
OF THE **NETWORK** FRAMEWORK  
INDICIA CODING EACH COMPONENT THAT MATCHES A SERVICE 45d  
OFFERED BY A VENDOR ON THE GRAPHICAL REPRESENTATION  
Figure I Fm1  
45  
DETERMINING AN EXISTING **NETWORK** FRAMEWORK 46  
DEFINING A PLAN WHICH INCLUDES IMPROVEMENTS TO THE EXISTING 47  
**NETWORK** FRAMEWORK  
DISPLAYING A PICTORIAL REPRESENTATION OF THE EXISTING 48  
**NETWORK** FRAMEWORK AND A PLURALITY OF COMPONENTS OF THE  
EXISTING **NETWORK** FRAMEWORK  
INDICIA CODING THE COMPONENTS OF THE EXISTING **NETWORK** 49  
FRAMEWORK IN ORDER TO SELL AT LEAST ONE OF PRODUCTS AND  
SERVICES RELATING TO...  
  
...THE THIRD AREA OF  
THE DATABASE  
Figure I H-1  
51  
DETERMINING A PLURALITY OF **NETWORK** PRODUCTS OR SERVICES 54  
RELATING TO COMPONENTS OF A CURRENT **NETWORK** FRAMEWORK  
PRESENTING THE COMPONENTS OF THE CURRENT **NETWORK** 55  
FRAMEWORK IN A PICTORIAL REPRESENTATION  
IDENTIFYING THE COMPONENTS OF THE CURRENT **NETWORK** 56  
FRAMEWORK TO WHICH EACH OF THE **NETWORK** PRODUCTS OR  
SERVICES RELATE BY INDICIA CODING THE COMPONENTS  
Figure 11  
CREATING A FIRST DATABASE...  
  
...ALLIANCE AMONG A PLURALITY OF 57  
BUSINESS ENTITIES IN TERMS OF COMPONENTS OF A CURRENT  
**NETWORK** FRAMEWORK  
DISPLAYING A PICTORIAL REPRESENTATION OF THE CURRENT 58  
**NETWORK** FRAMEWORK AND THE COMPONENTS  
CONVEYING THE AT LEAST ONE ALLIANCE BY INDICIA CODING THE 59  
COMPONENTS OF THE CURRENT **NETWORK** FRAMEWORK IN WHICH  
THE AT ...LEAST ONE ALLIANCE EXISTS  
Figure 1J  
28  
DISPLAYING A PICTORIAL REPRESENTATION OF AN EXISTING 60  
**NETWORK** FRAMEWORK INCLUDING A PLURALITY OF COMPONENTS  
INDICIA CODING THE COMPONENTS OF THE EXISTING **NETWORK** 61

FRAMEWORK IN ORDER TO CONVEY A PLAN BY WHICH THE  
COMPONENTS OF THE SYSTEM...

...Figure 1 K-1

6 1

Web Architecture Framework 7-Base Chart 11

Security Services **Network** Services Internet services Client  
Servicei

Web covem F

Based r ess F MrrP 71104 RsTranslerS...

...8. 1lnk

Owem)

E@Q

Figure I

Web Architecture Framework \*ore Commerce Capabilitie

Securltv Services **Network** Services Internet Services Client Service

"M I HISTransfarServicesl

a mornt Srm=@37 F MTP--Pago...

...A @.b (B..M a OP) Tmh A M., 1.@ W.eft

Securl'y services **Network** Services Internet Services Client Service

Hall Hrrp pag

flr@ser nasad, Web mgmi a File....s

O Supports Slobel's API sets for rudernal Integration

Protects resoumes on a private **network** from users of other networks

El Supports Data Access Adapter capabilities

Filters **network** traffic based on security miss

13 Provides alarm notification of attacks E Provides adapter or...

...amrs

Figure 10

Businessi-Business2-Business3 Alliance Le6end

Customer Facing Web Architecture Framework

Security Ser **Network** Services Web Services Disint Services

,;4

MCI%

Web Application Services

ConufflChannels customer Cart"t mgft...0 0 Seem up prwbusty cached ccrOnt

Wtafi accoessing 01380 Allows nerrofis authenticated axm lo **intranet**

original mute

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colled

Figure I Y

Client2...Shell

c4z

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ip

Figure 1 Al

Clientl Directory Services

Messaging

Messagi

A

Directory Services

**Network** Access

Server

Naming

Figure 1AJ  
Clientl javaWallet  
wallet user interface  
wallet cassettes  
tool SEf Affirt...

...Figure 1 AN  
Development & Testing Tools  
-- ... -@ 11 1,  
: i  
s  
I 'Ir  
Figure 1AO  
76  
**NETWORK**  
70 174 73 83  
75 @@m an a @, @ Lo  
I/V V.0%jivilviull III...

...Security Management  
210  
on gurat on elease  
Management anagement  
214  
204  
Quality System Program  
Management **Building** & Project  
Man ent 212  
206  
Environmen ro  
**Management** Manag nt  
Information Management  
202  
Figure 2C  
302 304 306  
ovemg  
666urity lprole"@P ty...

...Preventative maintenance 0 Development Architecture Support  
☐ Database reorganization 0 Operations Architecture Support  
☐ Resource management 0 **Network** Support  
☐ Daily operations 0 Tool Support and Training  
☐ Repository operations 0 Technical Standards Support  
☐ Equipment installation 0 Developers Help Desk  
☐ **Network** operations 0 Performance Monitoring  
☐ System software \* Design Review  
operations 0 General Technical Support  
0 IS...

...0 Managem Management 1004  
0  
0 0  
CL Program U  
1002 Quality System Cr  
Management **Building** & Project 0  
S **Management**  
204

Environmen ro lem 212  
**Management Management**  
206 27  
Information Management  
rocess anag ment  
1006 202  
Figure 10  
1104  
1108 Des  
w...

...Validation Archiving  
Generation  
Security Management  
system Startup  
and Shutdown Physical Site Managemen]t Release TesUng  
**Network** Management  
1348  
131 E;  
N

-----  
Integration Platform-:  
**Network** Management  
131 E 1352  
'@.;@ulgporting'  
fras ructu File Transfer and Control  
-135  
re,  
Event  
Managing...1356  
1362 64  
1360  
Figure 13  
1400 1414 1416 1402  
1406 1408 1410  
/security Services **Network** Services Internet Service  
nr Based Web Content Caching IITTP ' Page File Transfer Somice  
Auth tication...

...Storage of Sam ofil ornagement, a 3 to 7rage Auditing II Billing for  
@&Roh I **Network** Oble ct 08 Administrative Auditin Us g  
-(Chorge-back) Management Management I Develo  
Capabilities (scriptin...

...Util  
.@;QuZoonfva -Ru le s 11 Policy Web I W. b Appikou  
Community Data go **Network** Managernerill cspst@llit` Revizioinicani  
Mans ment ies  
a 7tsao training. FslcorF I  
I  
1422 1430...DATABASE  
Figure 23B  
2310  
DEVELOPING CONTENT OF A DATA INTERFACE FOR ACCESSING DATA ON A  
**NETWORK**  
-2  
MANAGING THE CONTENT OF THE DATA INTERFACE

APPROVING THE PUBLICATION OF THE CONTENT BEFORE...

...COURSE OFFERINGS

2502

ALLOWING THE SELECTION OF THE COURSE OFFERINGS

504

EDUCATING USERS OVER A **NETWORK** /o,@@

I 2506

DISPLAYING A STATUS OF THE EDUCATION OF THE USERS INCLUDING AT LEAST...

...USER VERIFICATION DATA

ENABLING VIRTUAL PRIVATE NETWORKING 2704

Figure 27

1414

CACHING CONTENT OF A **NETWORK**

PROVIDING APPLICATION PROXY SERVICES ON THE **NETWORK**

MANAGING RESOURCES OF THE **NETWORK**

MANAGING **NETWORK** OBJECTS ON THE **NETWORK** 2806

I F

0

CONTROLLING AT LEAST ONE OF BANDWIDTH AND SPEED OF THE **NETWORK**

I

ENABLING REMOTE ACCESS SERVICES ON THE **NETWORK** 2810

2812

AFFORDING FIREWALL SERVICES ON THE **NETWORK** ..... .

Figure 28

1416

PROVIDING HTTP PAGE RENDERING OVER A **NETWORK** FRAMEWORK 2900

2902

ENABLING SECURE BROWSER COMMUNICATION OVER THE **NETWORK**

FRAMEWORK

AFFORDING ELECTRONIC MAIL TRANSPORT SERVICES OVER THE 2904

**NETWORK** FRAMEWORK

I

PROVIDING FILE TRANSFER SERVICES OVER THE **NETWORK** 2906

FRAMEWORK

GATHERING AND LOGGING INFORMATION OF ONLINE EVENTS DURING 2908

ONLINE SESSIONS OVER THE **NETWORK** FRAMEWORK

INTERFACING APPLICATIONS VIA PREDETERMINED PROTOCOLS OVER / 2910

THE **NETWORK** FRAMEWORK

Figure 29

1418

Wo

qr'

MANAGING CLIENT VERIFICATION DATA FOR USER AUTHENTICATION PURPOSES IN

A **NETWORK** FRAMEWORK

3002

PROVIDING ELECTRONIC MAIL CAPABILITIES IN THE **NETWORK** FRAMEWORK

3004

ENABLING **NETWORK** FRAMEWORK BROWSING IN THE **NETWORK**

FRAMEWORK/@N,"j

I

OUTPUTTING ANSWERS TO FREQUENTLY ASKED QUESTIONS RELATING TO THE 3006

CONTENT-RELATED WEB APPLICATION SERVICES

300

PROVIDING NEWS READER CAPABILITIES IN THE **NETWORK** FRAMEWORK

AFFORDING CHAT ROOM CAPABILITIES IN THE **NETWORK** FRAMEW ORK 3010

3012  
ENABLING PLAYBACK CAPABILITIES IN THE **NETWORK** FRAMEWORK  
1 4  
PROVIDING FINANCIAL TRANSACTIONAL CAPABILITIES IN THE **NETWORK**  
FRAMEWORK  
1420  
Figure 30  
PROVIDING DATA ACCESS FROM MULTIPLE SIMULTANEOUS DATA 3100  
SOURCES OVER A **NETWORK** FRAMEWORK  
STORING APPLICATION DATA OVER THE **NETWORK** FRAMEWORK 3102  
Figure 31  
1424  
INTEGRATING FINANCIAL SYSTEMS OVER A **NETWORK** FRAMEWORK 3200  
IMPLEMENTING SALES FORCE INTEGRATION OVER THE **NETWORK** 3202  
FRAMEWORK  
COMBINING HUMAN RESOURCE SYSTEMS OVER THE **NETWORK** 3204  
FRAMEWORK  
INTEGRATING CALL CENTERS OVER THE **NETWORK** FRAMEWORK 3206  
1422 Figure 32  
PROVIDING LOCATOR CAPABILITIES OVER A **NETWORK** FRAMEWORK 3300  
TRANSMITTING AT LEAST ONE OF STREAMING VIDEO AND AUDIO DATA 3302  
OVER THE **NETWORK** FRAMEWORK  
LOGGING EVENTS OVER THE **NETWORK** FRAMEWORK 3304  
PASSIVELY MANAGING USER PROFILE INFORMATION OVER THE 3306  
**NETWORK** FRAMEWORK  
1426 Figure 33  
VALIDATING USER PROFILE DATA IN A SYSTEM  
MANAGING THE USER PROFILE DATA IN THE SYSTEM  
STORING THE USER PROFILE DATA IN THE SYSTEM  
MANAGING **NETWORK** OBJECT DATA IN THE SYSTEM 3406  
STORING THE **NETWORK** OBJECT DATA IN THE SYSTEM 340  
ASSIGNING OF COMMUNITY PROFILE DATA TO A COMMUNITY INCLUDING...  
...COMMUNITIES OF USERS IN THE SYSTEM 3512  
PROVIDING BACKUP CAPABILITIES IN THE SYSTEM 3514  
PROVIDING **NETWORK** APPLICATION STAGING IN THE SYSTEM 3516  
1430  
Figure 35  
PROVIDING DEVELOPMENT TOOLS FOR SYSTEM APPLICATIONS...

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DIALOG(R)File 349:PCT FULLTEXT  
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00761431  
A SYSTEM, METHOD, AND ARTICLE OF MANUFACTURE FOR PROVIDING COMMERCE-RELATED  
WEB APPLICATION SERVICES  
SYSTEME, PROCEDE ET ARTICLE MANUFACTURE DESTINES A LA FOURNITURE DE  
SERVICES D'APPLICATION DANS LE WEB LIES AU COMMERCE  
Patent Applicant/Assignee:  
ACCENTURE LLP, 100 South Wacker Drive, Chicago, IL 60606, US, US  
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Legal Representative:

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Minneapolis, MN 55402-0903, US,

Patent and Priority Information (Country, Number, Date):

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Application: WO 2000US14420 20000525 (PCT/WO US0014420)

Priority Application: US 99321492 19990527

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CA CH CN CR CU CZ CZ (utility model) DE DE (utility model) DK DK (utility  
model) DM DZ EE EE (utility model) ES FI FI (utility model) GB GD GE GH  
GM HR HU ID IL IN IS JP KE KG KP KR KR (utility model) KZ LC LK LR LS LT  
LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SK  
(utility model) SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW  
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE  
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG  
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW  
(EA) AM AZ BY KG KZ MD RU TJ TM

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Detailed Description

Claims

Publication Year: **2000**

Detailed Description

... IH is a flowchart illustrating the method of identifying various  
components of a system for **building, management,** and support  
purposes in accordance with one  
embodiment of the present invention;  
Figure 1H-1...

...flowchart providing more detail of the method of identifying various  
components of a system for **building, management,** and support  
purposes in  
accordance with one embodiment of the present invention;  
Figure 1I is...

...a flowchart providing more detail of the method for mapping products or  
services in a **network** framework in accordance with one embodiment  
of the  
present invention;  
Figure M is a flowchart...

...present invention; Figure 1K is a flowchart illustrating the method for  
planning the testing of **network**  
components in accordance with one embodiment of the present invention;  
Figure 1K-1 is a flowchart providing more detail of the method for  
planning the testing of **network** components in accordance with one  
embodiment of the present  
invention;  
Figure 1L is an illustration...M shows an example of such a pictorial  
representation.

In operation 51, information relating to **building** the components of the existing system is presented by indicia coding the components on the ...of the controlled environment (up to the Internet Service Provider). However, in the case of **intranet**-based systems, where the environment is controlled from end-to-end, Performance Management may be ...

...of data, both real-time and historical, will have an impact on both system and **network** sizing.

What platform protocol constraints exist?

Platforms and protocols are central both to the overall...Management tools even poll the event/data generators for information but these options may impact **network** performance. Web Server management is been introduced as part of the management operations framework. As...

Claim

... COMPONENTS OF THE  
SYSTEM IN ORDER TO DEPICT INFORMATION  
RELATING TO AT LEAST ONE OF **BUILDING**,  
**MANAGEMENT**, AND SUPPORT OF THE SYSTEM 26  
INDICIA CODING THE COMPONENTS OF THE  
SYSTEM IN ORDER...

...OF THE SYSTEM ARE TO BE  
TESTED  
DETERMINING AT LEAST ONE AREA OF AN EXISTING **NETWORK** 31  
FRAMEWORK IN WHICH REDUNDANCIES AND OMISSIONS OF BUSINESS  
EFFORTS EXIST  
PRESENTING A PICTORIAL REPRESENTATION OF THE EXISTING 32  
**NETWORK** FRAMEWORK INCLUDING A PLURALITY OF COMPONENTS  
HIGHLIGHTING THE REDUNDANCIES AND THE OMISSIONS BY INDICIA 33  
CODING THE COMPONENTS OF THE EXISTING **NETWORK** THAT RESIDE  
IN THE AT LEAST ONE AREA  
Figure 1B  
12  
CREATING A DATABASE WHICH INCLUDES A LISTING OF ALL OF THE 31a  
COMPONENTS OF AN AREA OF AN EXISTING **NETWORK** FRAMEWORK  
CREATING A SECOND DATABASE WHICH INCLUDES A LISTING OF ALL 31b  
SERVICES PROVIDED BY VENDORS THAT CORRESPOND TO THE  
COMPONENTS OF THAT AREA...

...INCLUDES A LISTING OF ALL OF THE 35a  
COMPONENTS OF AN AREA OF AN EXISTING **NETWORK** FRAMEWORK  
CREATING A SECOND DATABASE WHICH INCLUDES A LISTING OF ALL 35b  
COMPONENTS NECESSARY TO...

...A PLURALITY OF COMPONENTS 36  
REQUIRED FOR IMPLEMENTATION OF A PREDETERMINED  
TECHNOLOGY USING AN EXISTING **NETWORK** FRAMEWORK  
PICTORIALLY REPRESENTING THE EXISTING **NETWORK** FRAMEWORK 37  
AND THE PLURALITY OF COMPONENTS THEREOF  
INDICIA CODING A FIRST COMPONENT OF THE EXISTING **NETWORK** 38  
FRAMEWORK IN ORDER TO INDICATE THAT THE FIRST COMPONENT  
MUST BE IMPLEMENTED FIRST  
39  
INDICIA CODING A SECOND COMPONENT OF THE EXISTING **NETWORK**

FRAMEWORK IN ORDER TO INDICATE THAT THESECOND COMPONENT  
MUST BE IMPLEMENTED AFTER THE FIRST COMPONENT...

...OF ALL OF THE COMPONENTS REQUIRED FOR 36a

IMPLEMENTATION OF THE TECHNOLOGY USING AN EXISTING  
**NETWORK** FRAMEWORK

POSITIONING PRIMARY COMPONENTS, WHICH SHOULD OR MUST BE 36b

INSTALLED BEFORE OTHER SECONDARY COMPONENTS...BE DELIVERED IN THE 41c  
FIRST PHASE

Figure I E-1

41

DETERMINING A CURRENT **NETWORK** FRAMEWORK 43

DISPLAYING A GRAPHICAL DEPICTION OF THE CURRENT **NETWORK** 44

FRAMEWORK AND A PLURALITY OF COMPONENTS THEREOF

PRESENTING A COMPARATIVE ANALYSIS OF AT LEAST...

...PRODUCTS OR SERVICES

COMPARING THE SERVICES IN THE DATABASE TO THE COMPONENTS / 45c  
OF THE **NETWORK** FRAMEWORK

45d

INDICIA CODING EACH COMPONENT THAT MATCHES A SERVICE  
OFFERED BY A VENDOR ON THE GRAPHICAL REPRESENTATION

Figure I F-1

45

DETERMINING AN EXISTING **NETWORK** FRAMEWORK 46

DEFINING A PLAN WHICH INCLUDES IMPROVEMENTS TO THE EXISTING 47

**NETWORK** FRAMEWORK

DISPLAYING A PICTORIAL REPRESENTATION OF THE EXISTING 48

**NETWORK** FRAMEWORK AND A PLURALITY OF COMPONENTS OF THE

EXISTING **NETWORK** FRAMEWORK

INDICIA CODING THE COMPONENTS OF THE EXISTING **NETWORK** 49

FRAMEWORK IN ORDER TO SELL AT LEAST ONE OF PRODUCTS AND  
SERVICES RELATING TO...

...THE THIRD AREA OF

THE DATABASE

Figure I H-1

51

DETERMINING A PLURALITY OF **NETWORK** PRODUCTS OR SERVICES 54

RELATING TO COMPONENTS OF A CURRENT **NETWORK** FRAMEWORK

PRESENTING THE COMPONENTS OF THE CURRENT **NETWORK** 55

FRAMEWORK IN A PICTORIAL REPRESENTATION

IDENTIFYING THE COMPONENTS OF THE CURRENT **NETWORK** 56

FRAMEWORK TO WHICH EACH OF THE **NETWORK** PRODUCTS OR

SERVICES RELATE BY INDICIA CODING THE COMPONENTS

Figure 11

/97

CREATING A FIRST...

...ALLIANCE AMONG A PLURALITY OF 57

BUSINESS ENTITIES IN TERMS OF COMPONENTS OF A CURRENT

**NETWORK** FRAMEWORK

DISPLAYING A PICTORIAL REPRESENTATION OF THE CURRENT 58

**NETWORK** FRAMEWORK AND THE COMPONENTS

CONVEYING THE AT LEAST ONE ALLIANCE BY INDICIA CODING THE 59

COMPONENTS OF THE CURRENT **NETWORK** FRAMEWORK IN WHICH

THE AT LEAST ONE ALLIANCE EXISTS

Figure 1J

DISPLAYING A PICTORIAL REPRESENTATION OF AN EXISTING 60  
**NETWORK** FRAMEWORK INCLUDING A PLURALITY OF COMPONENTS  
INDICIA CODING THE COMPONENTS OF THE EXISTING **NETWORK** 61  
FRAMEWORK IN ORDER TO CONVEY A PLAN BY WHICH THE  
COMPONENTS OF THE SYSTEM...

...THE PICTORIAL 61c

REPRESENTATION

Figure I K-1

61

Web Architecture FrameworklFBase Chart

Security Services **Network** Services Internet Smices Client SmIcLm

13@ 804d

N@ Obiw MWIT! F- -Hrm-Pa" ab APPI...on gurat

21 0 Managem 1004

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Progiage, 0)

1002 Quality System 47

Management **Building** & Project 0

en @

:3

204

Environ 'men ro lem 212

**Management** Management

206

Process Management

1006 202

Figure 10

1104

1108 Masi,

1 06

El C...

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---- -I ,,, 7 Security Managemen-1

----- FSVstem Startup@ t Physical Site Manag

and Shutdom **Network** Management amen

1348

@%Moniton'ng

1316

Flnt@rafion Platform **Network** Management

131 9 1352

Production Control

Supporting:

Infrastructure File Transfer and Control -135

Event Managing...

...1356

1362 1364

1360

Figure 13

1400 1414 1416 1402

1406 1408 1410

Security Services **Network** Services Internet Service

Brow Bo Od Web Content Caching services HTTP -P File Transfer Service...

re rile 8m, Log Abnalysis MiWiloring CaPatillifie Cap login

IP Redunds

r- Web App. AtIm  
**Network** Managemantl b IS  
Community Dols a Ithes (2@ y  
=3ionsCo

m  
LLtrapion rigpsitnince)  
i, '

1422...Figure 23B

2310

DEVELOPING CONTENT OF A DATA INTERFACE FOR ACCESSING DATA ON A 2400

**NETWORK**

MANAGING THE CONTENT OF THE DATA INTERFACE

APPROVING THE PUBLICATION OF THE CONTENT BEFORE TRANSMISSION...

...COURSE OFFERINGS

U

ALLOWING THE SELECTION OF THE COURSE OFFERINGS

2504

EDUCATING USERS OVER A **NETWORK**

2506

DISPLAYING A STATUS OF THE EDUCATION OF THE USERS INCLUDING AT LEAST  
ONE OF...

...USER VERIFICATION DATA

2704

ENABLING VIRTUAL PRIVATE NETWORKING

Figure 27

1414

CACHING CONTENT OF A **NETWORK**

2

PROVIDING APPLICATION PROXY SERVICES ON THE **NETWORK**

MANAGING RESOURCES OF THE **NETWORK**

MANAGING **NETWORK** OBJECTS ON THE **NETWORK** 280

0

CONTROLLING AT LEAST ONE OF BANDWIDTH AND SPEED OF THE **NETWORK**

ENABLING REMOTE ACCESS SERVICES ON THE **NETWORK** 2810

2812

AFFORDING FIREWALL SERVICES ON THE **NETWORK**

Figure 28

1416

PROVIDING HTTP PAGE RENDERING OVER A **NETWORK** FRAMEWORK 2900

2902

ENABLING SECURE BROWSER COMMUNICATION OVER THE **NETWORK**

FRAMEWORK

2904

AFFORDING ELECTRONIC MAIL TRANSPORT SERVICES OVER THE

**NETWORK** FRAMEWORK

PROVIDING FILE TRANSFER SERVICES OVER THE **NETWORK** 2906

FRAMEWORK

I

GATHERING AND LOGGING INFORMATION OF ONLINE EVENTS DURING 2908

ONLINE SESSIONS OVER THE **NETWORK** FRAMEWORK

2910

INTERFACING APPLICATIONS VIA PREDETERMINED PROTOCOLS OVER  
THE **NETWORK** FRAMEWORK

Figure 29

1418

MANAGING CLIENT VERIFICATION DATA FOR USER AUTHENTICATION PURPOSES IN  
A **NETWORK** FRAMEWORK

3002

PROVIDING ELECTRONIC MAIL CAPABILITIES IN THE **NETWORK** FRAMEWORK

ENABLING **NETWORK** FRAMEWORK BROWSING IN THE **NETWORK**

FRAMEWORK/e@,,,j

I

OUTPUTTING ANSWERS TO FREQUENTLY ASKED QUESTIONS RELATING TO THE 3006

CONTENT-RELATED WEB APPLICATION SERVICES

1 300

PROVIDING NEWS READER CAPABILITIES IN THE **NETWORK** FRAMEWORK

AFFORDING CHAT ROOM CAPABILITIES IN THE **NETWORK** FRAMEWORK 3010

3012

ENABLING PLAYBACK CAPABILITIES IN THE **NETWORK** FRAMEWORK

1 014

PROVIDING FINANCIAL TRANSACTIONAL CAPABILITIES IN THE **NETWORK**

FRAMEWORK

1420

Figure 30

PROVIDING DATA ACCESS FROM MULTIPLE SIMULTANEOUS DATA 3100

SOURCES OVER A **NETWORK** FRAMEWORK

STORING APPLICATION DATA OVER THE **NETWORK** FRAMEWORK 3102

Figure 31

1424

INTEGRATING FINANCIAL SYSTEMS OVER A **NETWORK** FRAMEWORK 3200

IMPLEMENTING SALES FORCE INTEGRATION OVER THE **NETWORK** 3202

FRAMEWORK

COMBINING HUMAN RESOURCE SYSTEMS OVER THE **NETWORK** 3204

FRAMEWORK

INTEGRATING CALL CENTERS OVER THE **NETWORK** FRAMEWORK 3206

1422 Figure 32

PROVIDING LOCATOR CAPABILITIES OVER A **NETWORK** FRAMEWORK 3300

TRANSMITTING AT LEAST ONE OF STREAMING VIDEO AND AUDIO DATA 3302

OVER THE **NETWORK** FRAMEWORK

3304

LOGGING EVENTS OVER THE **NETWORK** FRAMEWORK

3306

PASSIVELY MANAGING USER PROFILE INFORMATION OVER THE

**NETWORK** FRAMEWORK

1426 Figure 33

VALIDATING USER PROFILE DATA IN A SYSTEM

3402

MANAGING THE USER PROFILE DATA IN THE SYSTEM

04

STORING THE USER PROFILE DATA IN THE SYSTEM

MANAGING **NETWORK** OBJECT DATA IN THE SYSTEM 3406

STORING THE **NETWORK** OBJECT DATA IN THE SYSTEM 340

1

ASSIGNING OF COMMUNITY PROFILE DATA TO A COMMUNITY...COMMUNITIES OF USERS  
IN THE SYSTEM 3512

PROVIDING BACKUP CAPABILITIES IN THE SYSTEM 3514

PROVIDING **NETWORK** APPLICATION STAGING IN THE SYSTEM 3516

1430

Figure 35

PROVIDING DEVELOPMENT TOOLS FOR SYSTEM APPLICATIONS...

6/3,K/37 (Item 3 from file: 349)  
DIALOG(R)File 349:PCT FULLTEXT  
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00761430 \*\*Image available\*\*

SYSTEM, METHOD AND COMPUTER PROGRAM FOR REPRESENTING PRIORITY INFORMATION  
CONCERNING COMPONENTS OF A SYSTEM  
SYSTEME, METHODE ET ARTICLE FABRIQUE PERMETTANT DE CLASSER PAR ORDRE DE  
PRIORITE DES COMPOSANTS D'UNE STRUCTURE DE RESEAU NECESSAIRES A LA MISE  
EN OEUVRE D'UNE TECHNIQUE

Patent Applicant/Assignee:

ANDERSEN CONSULTING LLP, 100 South Wacker Drive, Chicago, IL 60606, US,  
US (Residence), US (Nationality)

Inventor(s):

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BARRESE James J, 757 Pine Avenue, San Jose, CA 95125, US,

Legal Representative:

BRUESS Steven C (agent), Merchant & Gould P.C., P.O. Box 2903,  
Minneapolis, MN 55402-0903, US,

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CH CN CR CU CZ (utility model) DE (utility model) DK (utility model) DM  
DZ EE (utility model) ES FI (utility model) GB GD GE GH GM HR HU ID IL IN  
IS JP KE KG KP KR (utility model) KZ LC LK LR LS LT LU LV MA MD MG MK MN  
MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK (utility model) SL TJ TM TR TT  
TZ UA UG UZ VN YU ZA ZW  
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE  
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG  
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW  
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Detailed Description

... IH is a flowchart illustrating the method of identifying various  
components of a system for **building, management**, and support  
purposes in accordance with one  
embodiment of the present invention;  
Figure 1H-1...

...flowchart providing more detail of the method of identifying various  
components of a system for **building, management**, and support  
purposes in  
accordance with one embodiment of the present invention;  
Figure 1I is a flowchart illustrating the method for mapping products or

services in a **network** framework in accordance with one embodiment of the present invention;

3

Figure 11-1 is a flowchart providing more detail of the method for mapping products or services in a **network** framework in accordance with one embodiment of the present invention;

Figure U is a flowchart...

...present invention; Figure 1K is a flowchart illustrating the method for planning the testing of **network** components in accordance with one embodiment of the present invention; Figure 1K-1 is a flowchart providing more detail of the method for planning the testing of **network** components in accordance with one embodiment of the present invention; Figure M is an illustration...

#### Claim

... COMPONENTS OF THE  
SYSTEM IN ORDER TO DEPICT INFORMATION  
RELATING TO AT LEAST ONE OF **BUILDING**,  
**MANAGEMENT**, AND SUPPORT OF THE SYSTEM 26  
INDICIA CODING THE COMPONENTS OF THE  
SYSTEM IN...

...OF THE SYSTEM ARE TO BE  
TESTED  
DETERMINING AT LEAST ONE AREA OF AN EXISTING **NETWORK** 31  
FRAMEWORK IN WHICH REDUNDANCIES AND OMISSIONS OF BUSINESS  
EFFORTS EXIST  
PRESENTING A PICTORIAL REPRESENTATION OF THE EXISTING 32  
**NETWORK** FRAMEWORK INCLUDING A PLURALITY OF COMPONENTS  
HIGHLIGHTING THE REDUNDANCIES AND THE OMISSIONS BY INDICIA 33  
CODING THE COMPONENTS OF THE EXISTING **NETWORK** THAT RESIDE  
IN THE AT LEAST ONE AREA

Figure 1B

12

CREATING A DATABASE WHICH...

...A LISTING OF ALL OF THE 31 a  
COMPONENTS OF AN AREA OF AN EXISTING **NETWORK** FRAMEWORK  
CREATING A SECOND DATABASE WHICH INCLUDES A LISTING OF ALL 31b  
SERVICES PROVIDED BY VENDORS THAT CORRESPOND TO THE  
COMPONENTS OF THAT AREA...

...WHICH INCLUDES A LISTING OF ALL OF THE  
COMPONENTS OF AN AREA OF AN EXISTING **NETWORK** FRAMEWORK  
CREATING A SECOND DATABASE WHICH INCLUDES A LISTING OF ALL 35b  
COMPONENTS NECESSARY TO...

...A PLURALITY OF COMPONENTS 36  
REQUIRED FOR IMPLEMENTATION OF A PREDETERMINED  
TECHNOLOGY USING AN EXISTING **NETWORK** FRAMEWORK  
37  
PICTORIALLY REPRESENTING THE EXISTING **NETWORK** FRAMEWORK  
AND THE PLURALITY OF COMPONENTS THEREOF  
INDICIA CODING A FIRST COMPONENT OF THE EXISTING **NETWORK** 38



FRAMEWORK IN ORDER TO INDICATE THAT THE FIRST COMPONENT  
MUST BE IMPLEMENTED FIRST

39

INDICIA CODING A SECOND COMPONENT OF THE EXISTING **NETWORK**  
FRAMEWORK IN ORDER TO INDICATE THAT THE SECOND COMPONENT  
MUST BE IMPLEMENTED AFTER THE FIRST...

...ALL OF THE COMPONENTS REQUIRED FOR 36a

IMPLEMENTATION OF THE TECHNOLOGY USING AN EXISTING **NETWORK** FRAMEWORK

POSITIONING PRIMARY COMPONENTS, WHICH SHOULD OR MUST BE 36b  
INSTALLED BEFORE OTHER SECONDARY COMPONENTS...

...COMPONENTS TO BE DELIVERED IN THE 41c

FIRST PHASE

Figure 1Ew1

41

DETERMINING A CURRENT **NETWORK** FRAMEWORK 43

DISPLAYING A GRAPHICAL DEPICTION OF THE CURRENT **NETWORK** 44  
FRAMEWORK AND A PLURALITY OF COMPONENTS THEREOF  
PRESENTING A COMPARATIVE ANALYSIS OF AT LEAST...

...PRODUCTS OR SERVICES

COMPARING THE SERVICES IN THE DATABASE TO THE COMPONENTS 45c  
OF THE **NETWORK** FRAMEWORK

45d

INDICIA CODING EACH COMPONENT THAT MATCHES A SERVICE  
OFFERED BY A VENDOR ON THE GRAPHICAL REPRESENTATION

Figure I F-1

45

DETERMINING AN EXISTING **NETWORK** FRAMEWORK 46

DEFINING A PLAN WHICH INCLUDES IMPROVEMENTS TO THE EXISTING 47  
**NETWORK** FRAMEWORK

DISPLAYING A PICTORIAL REPRESENTATION OF THE EXISTING 48  
**NETWORK** FRAMEWORK AND A PLURALITY OF COMPONENTS OF THE  
EXISTING **NETWORK** FRAMEWORK

INDICIA CODING THE COMPONENTS OF THE EXISTING **NETWORK** 49  
FRAMEWORK IN ORDER TO SELL AT LEAST ONE OF PRODUCTS AND  
SERVICES RELATING TO...THE THIRD AREA OF

-THE DATABASE

Figure I H-1

51

DETERMINING A PLURALITY OF **NETWORK** PRODUCTS OR SERVICES 54  
RELATING TO COMPONENTS OF A CURRENT **NETWORK** FRAMEWORK

55

PRESENTING THE COMPONENTS OF THE CURRENT **NETWORK**  
FRAMEWORK IN A PICTORIAL REPRESENTATION

IDENTIFYING THE COMPONENTS OF THE CURRENT **NETWORK** 56  
FRAMEWORK TO WHICH EACH OF THE **NETWORK** PRODUCTS OR  
SERVICES RELATE BY INDICIA CODING THE COMPONENTS

Figure 11

CREATING A FIRST DATABASE...

...ALLIANCE AMONG A PLURALITY OF 57

BUSINESS ENTITIES IN TERMS OF COMPONENTS OF A CURRENT  
**NETWORK** FRAMEWORK

DISPLAYING A PICTORIAL REPRESENTATION OF THE CURRENT 58

**NETWORK** FRAMEWORK AND THE COMPONENTS

CONVEYING THE AT LEAST ONE ALLIANCE BY INDICIA CODING THE 59  
COMPONENTS OF THE CURRENT **NETWORK** FRAMEWORK IN WHICH  
THE AT LEAST ONE ALLIANCE EXISTS

Figure IJ

DISPLAYING A PICTORIAL REPRESENTATION OF AN EXISTING 60

**NETWORK** FRAMEWORK INCLUDING A PLURALITY OF COMPONENTS

INDICIA CODING THE COMPONENTS OF THE EXISTING **NETWORK** 61

FRAMEWORK IN ORDER TO CONVEY A PLAN BY WHICH THE  
COMPONENTS OF THE SYSTEM...

...THE PICTORIAL 61c

REPRESENTATION

Figure 1Kml

61

Web Architecture Framework - Base Chart

Sec rity Services **Network** Services Internet Services Client  
Services

Radox (FTP)

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...a marlagerrerr" I I Maragerretrn I I @e I MTW'g

Smmg@oa'ta of **Network** MOW Daut Usage - (Cluarge-bat\*1 Devewittteru  
Tools

Capabdbes serzttm and CDdft spliffs)

WZ A...

...Web Architecture Frame k - Today's Envirohment Leaend EEFI@F@:Imu

S!!Nrl Se es **Network** Services Internet Services Client Servic Web

Application comrnarw Content channels custarner Content Mgmt Education  
Semloes...

...SP[d=)

13=

Figure

- Web Architecture Frame k - Core Commerce Capabilities Igend

0

Securltv services **Network** Services Internet Services Client Service

r WoZork 0010 M@Mjt So'=\$ HrTP - page File T...b (S..M 6 0051 T.U a M,.U  
(.M.. R's")

Security Services **Network** Services Internet Services Client  
Servicef

webcwtwtcachng We F- -Hr-rP-P-ag-o-@ FF-11e...

...R"-l F--WW-AVFW-Fo-nj rWff3iq @eng

(perf@ & Irk

Staml1%oalt:@ PrOR of **Network** otiml Date Usage - (ChaM"&(\*  
Imaugammi

F- -LW-A-n\*-sis FF1;L7ftn-cy-1 B...s

0 Supports Sieliel's API sets for tudernal integration

Protects resources on a private **network** Inctin users of other

networks C3 Supports Data Access Adapter capabilithis

Fiftem **network** traffic based on security miss

0 Provides alarm notification of attacks d Provides adapter or...

...l-Bus'liffeess2-BusinessJl Alliance

Custome Facing Web Architecture Frarnework [Legend NNW E@@  
Security Services **Network** Services Web Services rleint Services  
F Im  
Web Application Services  
coneent Channels custommv content mg...

...Figure 1V

Business3l 111W IRW  
Customw ng Web ArchihxWre Framework LLBT!@ Fw--\*tl--M.  
Services **Network** Services Web Services aientsservices  
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UkAmftw  
SW%4CW MW4WM) eTW T'W'Won  
Sam=  
Web...208  
210 Security Management  
on guraton lease  
Management anagement  
214  
204  
Quality System Program  
Management **Building** & Project  
Manag ent 212  
206  
Environmen ro lem  
**Management Management**  
Information Management  
202  
Figure 2C  
302 304 eT 306  
PaT  
""'Go'vern nce  
7=1...

...Architecture Support

☐ Preventative maintenance \* Development Architecture Support  
☐ Database reorganization \* Operations Architecture Support  
☐ Resource management a **Network** Support  
☐ Daily operations a Tool Support and Training  
☐ Repository operations \* Technical Standards Support  
☐ Equipment installation \* Developers Help Desk  
☐ **Network** operations \* Performance Monitoring  
☐ System software \* Design Review  
operations \* General Technical Support  
6 IS Liaison  
Figure...Configurat Release  
21 0 Managem Management 1004  
0  
0  
Program  
1002 Quality System  
N41-@ Management **Building** & Project 0  
**Management** @  
204  
212  
Environmen ro  
206 **Management** Mana nt

Information Management  
rocess anagement  
1006 202  
Figure 10  
1104  
Kr  
1108 1106  
El...  
...jj--SQcuri@Management  
Physical Site Management  
tartup]  
Q@  
and Shutdown  
-Y  
1348  
T'=  
onitoring ...  
Platform - **Network** Management  
Integration  
131 1352  
F rl@i;@ p77 77  
C  
Supporting  
File Transfer and Control...  
  
...1362 1364  
1360  
Figure 13  
1400 1414 1416 14U2 1406 1408 1410  
O'@ Security Services **Network** Services Internet Services  
Brow r8ased I R .....A .....  
\*\* it Web Content Cochin HTTP - Page File...  
  
...Wu  
,an Bement. Storag7e AdminisliativeAuditin F @c  
M a ommunny @&Rc  
1428 Afs.11i oat **Network** Object Dole )I Management 711  
P gnment ti@@ r@Web Applical  
a Log Anslys is...  
  
...Sifiging Debugging Uli  
& Policy W. II App. Am,, VV.b App""",  
a Stont;e Base **Network** Management Capabilities (.far.. L:::jY0\$nt  
Con  
Commun Dols r Man'soarment  
training. service) % Om...Figure 23B  
2310  
DEVELOPING CONTENT OF A DATA INTERFACE FOR ACCESSING DATA ON A 2400  
**NETWORK**  
MANAGING THE CONTENT OF THE DATA INTERFACE  
APPROVING THE PUBLICATION OF THE CONTENT BEFORE TRANSMISSION...  
...CURRICULUM OF COURSE OFFERINGS  
ALLOWING THE SELECTION OF THE COURSE OFFERINGS  
EDUCATING USERS OVER A **NETWORK**  
2506  
DISPLAYING A STATUS OF THE EDUCATION OF THE USERS INCLUDING AT LEAST  
ONE OF...USER VERIFICATION DATA

2704  
ENABLING VIRTUAL PRIVATE NETWORKING  
Figure 27  
1414  
CACHING CONTENT OF A **NETWORK**  
PROVIDING APPLICATION PROXY SERVICES ON THE **NETWORK**  
MANAGING RESOURCES OF THE **NETWORK**  
I -  
MANAGING **NETWORK** OBJECTS ON THE **NETWORK** 2806  
%, "Z  
280  
CONTROLLING AT LEAST ONE OF BANDWIDTH AND SPEED OF THE **NETWORK**  
ENABLING REMOTE ACCESS SERVICES ON THE **NETWORK** 2810  
2812  
AFFORDING FIREWALL SERVICES ON THE **NETWORK**  
Figure 28  
1416  
PROVIDING HTTP PAGE RENDERING OVER A **NETWORK** FRAMEWORK /2900  
2902  
ENABLING SECURE BROWSER COMMUNICATION OVER THE **NETWORK**  
FRAMEWORK  
2904  
AFFORDING ELECTRONIC MAIL TRANSPORT SERVICES OVER THE  
**NETWORK** FRAMEWORK  
I  
PROVIDING FILE TRANSFER SERVICES OVER THE **NETWORK** 2906  
FRAMEWORK  
GATHERING AND LOGGING INFORMATION OF ONLINE EVENTS DURING 2908  
ONLINE SESSIONS OVER THE **NETWORK** FRAMEWORK  
2910  
INTERFACING APPLICATIONS VIA PREDETERMINED PROTOCOLS OVER  
THE **NETWORK** FRAMEWORK  
Figure 29  
-1418  
MANAGING CLIENT VERIFICATION DATA FOR USER AUTHENTICATION PURPOSES IN  
3000  
A **NETWORK** FRAMEWORK  
U  
PROVIDING ELECTRONIC MAIL CAPABILITIES IN THE **NETWORK** FRAMEWORK  
ENABLING **NETWORK** FRAMEWORK BROWSING IN THE **NETWORK**  
FRAMEWORK/e@s,,,j  
I  
OUTPUTTING ANSWERS TO FREQUENTLY ASKED QUESTIONS RELATING TO THE 3006  
CONTENT-RELATED WEB APPLICATION SERVICES  
300  
PROVIDING NEWS READER CAPABILITIES IN THE **NETWORK** FRAMEWORK  
I  
AFFORDING CHAT ROOM CAPABILITIES IN THE **NETWORK** FRAMEWORK 3010  
ENABLING PLAYBACK CAPABILITIES IN THE **NETWORK** FRAMEWORK  
PROVIDING FINANCIAL TRANSACTIONAL CAPABILITIES IN THE **NETWORK**  
FRAMEWORK  
1420  
Figure 30  
PROVIDING DATA ACCESS FROM MULTIPLE SIMULTANEOUS DATA 3100  
SOURCES OVER A **NETWORK** FRAMEWORK  
STORING APPLICATION DATA OVER THE **NETWORK** FRAMEWORK 3102  
Figure 31

1424  
INTEGRATING FINANCIAL SYSTEMS OVER A **NETWORK** FRAMEWORK 3200  
IMPLEMENTING SALES FORCE INTEGRATION OVER THE **NETWORK** 3202  
FRAMEWORK  
COMBINING HUMAN RESOURCE SYSTEMS OVER THE **NETWORK** 3204  
FRAMEWORK  
INTEGRATING CALL CENTERS OVER THE **NETWORK** FRAMEWORK 3206  
1422 Figure 32  
PROVIDING LOCATOR CAPABILITIES OVER A **NETWORK** FRAMEWORK 3300  
TRANSMITTING AT LEAST ONE OF STREAMING VIDEO AND AUDIO DATA 3302  
OVER THE **NETWORK** FRAMEWORK  
3304  
LOGGING EVENTS OVER THE **NETWORK** FRAMEWORK  
3306  
PASSIVELY MANAGING USER PROFILE INFORMATION OVER THE  
**NETWORK** FRAMEWORK  
1426 Figure 33  
VALIDATING USER PROFILE DATA IN A SYSTEM  
U  
MANAGING THE USER...

...DATA IN THE SYSTEM

04  
STORING THE USER PROFILE DATA IN THE SYSTEM  
I  
MANAGING **NETWORK** OBJECT DATA IN THE SYSTEM 3406  
STORING THE **NETWORK** OBJECT DATA IN THE SYSTEM 340  
1  
ASSIGNING OF COMMUNITY PROFILE DATA TO A COMMUNITY...

...COMMUNITIES OF USERS IN THE SYSTEM 3512

PROVIDING BACKUP CAPABILITIES IN THE SYSTEM 3514  
PROVIDING **NETWORK** APPLICATION STAGING IN THE SYSTEM 3516  
1430  
Figure 35  
PROVIDING DEVELOPMENT TOOLS FOR SYSTEM APPLICATIONS...

6/3,K/38 (Item 4 from file: 349)  
DIALOG(R)File 349:PCT FULLTEXT  
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00761429

METHODS, CONCEPTS AND TECHNOLOGY FOR A VIRTUAL SHOPPING SYSTEM CAPABLE OF  
ASSESSING NEEDS OF A CUSTOMER AND RECOMMENDING A PRODUCT OR SERVICE  
BASED ON SUCH ASSESSED NEEDS  
PROCEDES, CONCEPTS ET TECHNOLOGIE POUR SYSTEME D'ACHAT VIRTUEL CAPABLE  
D'EVALUER LES BESOINS D'UN CLIENT ET DE RECOMMANDER UN PRODUIT OU UN  
SERVICE SUR LA BASE DE CES BESOINS

Patent Applicant/Assignee:

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Inventor(s):

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MITCHELL James D, 3004 Alma, Manhattan Beach, CA 90266, US,  
BARRESE James J, 757 Pine Avenue, San Jose, CA 95125, US,

Legal Representative:

search for 09/679,903

BRUESS Steven C (agent), Merchant & Gould P.C., P.O. Box 2903,  
Minneapolis, MN 55402-0903, US,  
Patent and Priority Information (Country, Number, Date):  
Patent: WO 200073955 A2 **20001207** (WO 0073955)  
Application: WO 2000US14357 20000524 (PCT/WO US0014357)  
Priority Application: US 99321495 19990527  
Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE  
DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC  
LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI  
SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW  
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE  
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG  
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW  
(EA) AM AZ BY KG KZ MD RU TJ TM  
Publication Language: English  
Filing Language: English  
Fulltext Word Count: 148469

Patent and Priority Information (Country, Number, Date):  
Patent: ...**20001207**

Fulltext Availability:

Detailed Description

Claims

Publication Year: **2000**

Detailed Description

... IH is a flowchart illustrating the method of identifying various components of a system for **building, management**, and support purposes in accordance with one embodiment of the present invention;  
Figure 1H-1...

...flowchart providing more detail of the method of identifying various components of a system for **building, management**, and support purposes in accordance with one embodiment of the present invention;  
Figure 1I is a flowchart illustrating the method for mapping products or services in a **network** framework in accordance with one embodiment of the present invention; Figure 1I-1 is a flowchart providing more detail of the method for mapping products or services in a **network** framework in accordance with one embodiment of the present invention;

3

Figure U is a...

...present invention; Figure 1K is a flowchart illustrating the method for planning the testing of **network** components in accordance with one embodiment of the present invention;  
Figure 1K-1 is a flowchart providing more detail of the method for planning the testing of **network** components in accordance with one embodiment of the present invention;  
Figure M is an illustration...

Claim

... COMPONENTS OF THE  
SYSTEM IN ORDER TO DEPICT INFORMATION

RELATING TO AT LEAST ONE OF **BUILDING**,  
**MANAGEMENT**, AND SUPPORT OF THE SYSTEM 26  
INDICIA. CODING THE COMPONENTS OF THE  
SYSTEM IN ORDER...

...OF THE SYSTEM ARE TO BE  
TESTED

DETERMINING AT LEAST ONE AREA OF AN EXISTING **NETWORK** 31  
FRAMEWORK IN WHICH REDUNDANCIES AND OMISSIONS OF BUSINESS  
EFFORTS EXIST

PRESENTING A PICTORIAL REPRESENTATION OF THE EXISTING 32  
**NETWORK** FRAMEWORK INCLUDING A PLURALITY OF COMPONENTS  
HIGHLIGHTING THE REDUNDANCIES AND THE OMISSIONS BY INDICIA 33  
CODING THE COMPONENTS OF THE EXISTING **NETWORK** THAT RESIDE  
IN THE AT LEAST ONE AREA

Figure 1B

12

CREATING A DATABASE WHICH INCLUDES A LISTING OF ALL OF THE 31a  
COMPONENTS OF AN AREA OF AN EXISTING **NETWORK** FRAMEWORK

CREATING A SECOND DATABASE WHICH INCLUDES A LISTING OF ALL 31b  
SERVICES PROVIDED BY 35a

COMPONENTS OF AN AREA OF AN EXISTING **NETWORK** FRAMEWORK

CREATING A SECOND DATABASE WHICH INCLUDES A LISTING OF ALL 35b  
COMPONENTS NECESSARY TO...

...A PLURALITY OF COMPONENTS 36

REQUIRED FOR IMPLEMENTATION OF A PREDETERMINED

TECHNOLOGY USING AN EXISTING **NETWORK** FRAMEWORK

PICTORIALLY REPRESENTING THE EXISTING **NETWORK** FRAMEWORK 37  
AND THE PLURALITY OF COMPONENTS THEREOF

INDICIA CODING A FIRST COMPONENT OF THE EXISTING **NETWORK** 38  
FRAMEWORK IN ORDER TO INDICATE THAT THE FIRST COMPONENT  
MUST BE IMPLEMENTED FIRST

INDICIA CODING A SECOND COMPONENT OF THE EXISTING **NETWORK** 39  
FRAMEWORK IN ORDER TO INDICATE THAT THE SECOND COMPONENT  
MUST BE IMPLEMENTED AFTER THE...

...OF ALL OF THE COMPONENTS REQUIRED FOR 36a

IMPLEMENTATION OF THE TECHNOLOGY USING AN EXISTING  
**NETWORK** FRAMEWORK

POSITIONING PRIMARY COMPONENTS, WHICH SHOULD OR MUST BE 36b  
INSTALLED BEFORE OTHER SECONDARY COMPONENTS...

...COMPONENTS TO BE DELIVERED IN THE 41c

FIRST PHASE

Figure 1Em1

41

DETERMINING A CURRENT **NETWORK** FRAMEWORK 43

DISPLAYING A GRAPHICAL DEPICTION OF THE CURRENT **NETWORK** 44  
FRAMEWORK AND A PLURALITY OF COMPONENTS THEREOF

PRESENTING A COMPARATIVE ANALYSIS OF AT LEAST...

...PRODUCTS OR SERVICES

COMPARING THE SERVICES IN THE DATABASE TO THE COMPONENTS 45c  
OF THE **NETWORK** FRAMEWORK

INDICIA CODING EACH COMPONENT THAT MATCHES A SERVICE 45d  
OFFERED BY A VENDOR ON THE GRAPHICAL REPRESENTATION



Figure 1F-1

45

DETERMINING AN EXISTING **NETWORK** FRAMEWORK 46

47

DEFINING A PLAN WHICH INCLUDES IMPROVEMENTS TO THE EXISTING **NETWORK** FRAMEWORK

DISPLAYING A PICTORIAL REPRESENTATION OF THE EXISTING 48

**NETWORK** FRAMEWORK AND A PLURALITY OF COMPONENTS OF THE

EXISTING **NETWORK** FRAMEWORK

INDICIA CODING THE COMPONENTS OF THE EXISTING **NETWORK** 49

FRAMEWORK IN ORDER TO SELL AT LEAST ONE OF PRODUCTS AND

SERVICES RELATING TO...

...THE THIRD AREA OF

THE DATABASE

Figure I H-1

51

DETERMINING A PLURALITY OF **NETWORK** PRODUCTS OR SERVICES 54

RELATING TO COMPONENTS OF A CURRENT **NETWORK** FRAMEWORK

55

PRESENTING THE COMPONENTS OF THE CURRENT **NETWORK**

FRAMEWORK IN A PICTORIAL REPRESENTATION

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FRAMEWORK TO WHICH EACH OF THE **NETWORK** PRODUCTS OR

SERVICES RELATE BY INDICIA CODING THE COMPONENTS

Figure 1I

CREATING A FIRST DATABASE...

...ALLIANCE AMONG A PLURALITY OF 57

BUSINESS ENTITIES IN TERMS OF COMPONENTS OF A CURRENT

**NETWORK** FRAMEWORK

DISPLAYING A PICTORIAL REPRESENTATION OF THE CURRENT 58

**NETWORK** FRAMEWORK AND THE COMPONENTS

CONVEYING THE AT LEAST ONE ALLIANCE BY INDICIA CODING THE 59

COMPONENTS OF THE CURRENT **NETWORK** FRAMEWORK IN WHICH

THE AT LEAST ONE ALLIANCE EXISTS

Figure 1J

DISPLAYING A PICTORIAL REPRESENTATION OF AN EXISTING 60

**NETWORK** FRAMEWORK INCLUDING A PLURALITY OF COMPONENTS

INDICIA CODING THE COMPONENTS OF THE EXISTING **NETWORK** 61

FRAMEWORK IN ORDER TO CONVEY A PLAN BY WHICH THE

COMPONENTS OF THE SYSTEM...

...Kml

61

Web Architecture Framew Mkr- Base Chart r I r WOMEN,

or

Security Services **Network** Services Internet Services Client

Service.4

Auttandeaation FFft @T@fw Sarvcft@

Rendering [ (Frp)

GrOvaier eased...Management

on gura on e ease

Management anagement

214

204

Quality System Progr m

Management **Building** & Project

man ent 212  
206  
Environment ro lem @. ....  
**Management Management**  
Information Management  
202  
Figure 2C  
302 304 306  
4tEl"-@.'l 1"rGityMapagennbht/-1@1  
ovemanbii...  
...Release  
21 0 Management Management 1004  
0  
0  
Program Su  
1002 Quality System Cr  
Management **Building** & Project 0  
**Management @**  
0  
204  
Environmen 212  
**Management** ana  
ro  
nt  
206  
Information Management  
I  
Process Management  
1006 202  
Figure 10  
1104  
1108...Parformanon Mana  
Generation  
Security Management  
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@na  
**Network** Management  
1348  
onitoring  
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1316  
Integ ratJon  
Platfcrm@ **Network** Management  
1 3 1 E  
11352  
-z uction ontrol  
Supporting  
File Transfer and Control  
InfrastrubtureE...  
...1356  
1362 64  
1360  
Figure 13  
1400 1414 1416 14U2

1406 1408 1410  
/Security Services **Network** Services Internet Service  
Browser 6-a-sed-1 R  
Authentication [cols Content Caching...

6/3,K/39 (Item 5 from file: 349)  
DIALOG(R)File 349:PCT FULLTEXT  
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00761424

A SYSTEM, METHOD, AND ARTICLE OF MANUFACTURE FOR PHASE DELIVERY OF  
COMPONENTS OF A SYSTEM REQUIRED FOR IMPLEMENTATION OF TECHNOLOGY  
SYSTEME, PROCEDE ET ARTICLE MANUFACTURE DESTINES A LA FOURNITURE PAR PHASES  
DE COMPOSANTS D'UN SYSTEME NECESSAIRES A L'APPLICATION D'UNE TECHNIQUE

Patent Applicant/Assignee:

ACCENTURE LLP, 100 South Wacker Drive, Chicago, IL 60606, US, US  
(Residence), US (Nationality)

Inventor(s):

GUHEEN Michael F, 2218 Mar East Street, Tiburon, CA 94920, US,  
MITCHELL James D, 3004 Alma, Manhattan Beach, CA 90266, US,  
BARRESE James J, 757 Pine Avenue, San Jose, CA 95125, US,

Legal Representative:

BRUESS Steven C (agent), Merchant & Gould P.C., P.O. Box 2903,  
Minneapolis, MN 55402-0903, US,

Patent and Priority Information (Country, Number, Date):

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Priority Application: US 99321360 19990527

Designated States: AE AG AL AM AT AT (utility model) AU AZ BA BB BG BR BY  
CA CH CN CR CU CZ CZ (utility model) DE DE (utility model) DK DK (utility  
model) DM DZ EE EE (utility model) ES FI FI (utility model) GB GD GE GH  
GM HR HU ID IL IN IS JP KE KG KP KR KR (utility model) KZ LC LK LR LS LT  
LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SK  
(utility model) SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW  
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE  
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG  
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW  
(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

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Patent: ...**20001207**

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Claims

Publication Year: **2000**

Claim

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search for 09/679,903

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CREATING A SECOND DATABASE WHICH INCLUDES A LISTING OF ALL 31b  
SERVICES PROVIDED BY VENDORS THAT CORRESPOND TO THE  
COMPONENTS OF THAT AREA...

...WHICH INCLUDES A LISTING OF ALL OF THE  
COMPONENTS OF AN AREA OF AN EXISTING **NETWORK** FRAMEWORK  
CREATING A SECOND DATABASE WHICH INCLUDES A LISTING OF ALL 35b  
COMPONENTS NECESSARY TO...

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FRAMEWORK IN ORDER TO INDICATE THAT THE SECOND COMPONENT  
MUST BE IMPLEMENTED AFTER THE...

...OF ALL OF THE COMPONENTS REQUIRED FOR X36a  
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INSTALLED BEFORE OTHER SECONDARY COMPONENTS...

...COMPONENTS TO BE DELIVERED IN THE 41c  
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41  
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DISPLAYING A GRAPHICAL DEPICTION OF THE CURRENT **NETWORK** 44  
FRAMEWORK AND A PLURALITY OF COMPONENTS THEREOF  
PRESENTING A COMPARATIVE ANALYSIS OF AT LEAST...

...PRODUCTS OR SERVICES  
COMPARING THE SERVICES IN THE DATABASE TO THE COMPONENTS 45c  
OF THE **NETWORK** FRAMEWORK  
INDICIA CODING EACH COMPONENT THAT MATCHES A SERVICE 45d  
OFFERED BY A VENDOR ON THE GRAPHICAL REPRESENTATION

Figure I F-1

45

DETERMINING AN EXISTING **NETWORK** FRAMEWORK 46

DEFINING A PLAN WHICH INCLUDES IMPROVEMENTS TO THE EXISTING 47

**NETWORK** FRAMEWORK

DISPLAYING A PICTORIAL REPRESENTATION OF THE EXISTING 48

**NETWORK** FRAMEWORK AND A PLURALITY OF COMPONENTS OF THE

EXISTING **NETWORK** FRAMEWORK

INDICIA CODING THE COMPONENTS OF THE EXISTING **NETWORK** 49

FRAMEWORK IN ORDER TO SELL AT LEAST ONE OF PRODUCTS AND

SERVICES RELATING TO...THIRD AREA OF

THE DATABASE

Figure I H-1

51

\*4

DETERMINING A PLURALITY OF **NETWORK** PRODUCTS OR SERVICES 5

RELATING TO COMPONENTS OF A CURRENT **NETWORK** FRAMEWORK

PRESENTING THE COMPONENTS OF THE CURRENT **NETWORK** 55

FRAMEWORK IN A PICTORIAL REPRESENTATION

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FRAMEWORK TO WHICH EACH OF THE **NETWORK** PRODUCTS OR

SERVICES RELATE BY INDICIA CODING THE COMPONENTS

Figure 11

CREATING A FIRST DATABASE...

...ALLIANCE AMONG A PLURALITY OF 57

BUSINESS ENTITIES IN TERMS OF COMPONENTS OF A CURRENT

**NETWORK** FRAMEWORK

DISPLAYING A PICTORIAL REPRESENTATION OF THE CURRENT 58

**NETWORK** FRAMEWORK AND THE COMPONENTS

CONVEYING THE AT LEAST ONE ALLIANCE BY INDICIA CODING THE 59

COMPONENTS OF THE CURRENT **NETWORK** FRAMEWORK IN WHICH

THE AT LEAST ONE ALLIANCE EXISTS

Figure 1,11

DISPLAYING A PICTORIAL REPRESENTATION OF AN EXISTING 60

**NETWORK** FRAMEWORK INCLUDING A PLURALITY OF COMPONENTS

INDICIA CODING THE COMPONENTS OF THE EXISTING **NETWORK** 61

FRAMEWORK IN ORDER TO CONVEY A PLAN BY WHICH THE

COMPONENTS OF THE SYSTEM...

...THE PICTORIAL 61c

REPRESENTATION

Figure 1K.1

61

Web Architecture Framework - Base Chart

Security services **Network** Services Internet Services Client

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Web Architecture Frame&k - Core Commerce Capabiliti-Z end

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Security services **Network** Services Internet Services Client Service

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0 Supports Slattel's API sets for external integration  
Protects resources on a private **network** from users of other  
networks E3 Supports Data Access Adapter capabilities  
Filters **network** traffic based on security miss  
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Customer Facing Web Architecture Framework--- FL

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204 L

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Information Management

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Figure 2C

302 304 i any 306

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...Execution Architecture Support

☐ Preventative maintenance \* Development Architecture Support

☐ Database reorganization \* Operations Architecture Support

☐ Resource management \* **Network** Support

☐ Daily operations 0 Tool Support and Training

☐ Repository operations 0 Technical Standards Support

☐ Equipment installation 0 Developers Help Desk

☐ **Network** operations 0 Performance Monitoring

☐ System software 0 Design Review

operations 0 General Technical Support

0...Configuration Release

21 0 Management Management 1004

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206 **Management** Mana nt

Information Management

Process Management  
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Figure 10  
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Production-@  
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InfreWu Fe File Transfer and Control  
-135  
Event...  
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Figure 13  
1400 1414 1416 14U2  
1406 1408 1410  
Services **Network** Services Internet Service  
Grow:er Based HTTP File Transfer Samics  
rit I Web Content caching...

6/3,K/40 (Item 6 from file: 349)  
DIALOG(R)File 349:PCT FULLTEXT  
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00761423

A SYSTEM, METHOD, AND ARTICLE OF MANUFACTURE FOR EFFECTIVELY CONVEYING  
WHICH COMPONENTS OF A SYSTEM ARE REQUIRED FOR IMPLEMENTATION OF  
TECHNOLOGY

SYSTEME, PROCEDE ET ARTICLE MANUFACTURE POUR L'ACHEMINEMENT EFFICACE DES  
COMPOSANTS D'UN SYSTEME NECESSAIRES A LA MISE EN PRATIQUE D'UNE  
TECHNOLOGIE

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Priority Application: US 99321136 19990527  
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model) DM DZ EE EE (utility model) ES FI FI (utility model) GB GD GE GH  
GM HR HU ID IL IN IS JP KE KG KP KR KR (utility model) KZ LC LK LR LS LT  
LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SK  
(utility model) SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW  
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE  
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG  
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW  
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Publication Year: **2000**

Claim

... COMPONENTS OF THE  
SYSTEM IN ORDER TO DEPICT INFORMATION  
RELATING TO AT LEAST ONE OF **BUILDING**,  
**MANAGEMENT**, AND SUPPORT OF THE SYSTEM 26  
INDICIA CODING THE COMPONENTS OF THE  
SYSTEM IN ORDER...

...OF THE SYSTEM ARE TO BE  
TESTED  
DETERMINING AT LEAST ONE AREA OF AN EXISTING **NETWORK** 31  
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EFFORTS EXIST  
PRESENTING A PICTORIAL REPRESENTATION OF THE EXISTING 32  
**NETWORK** FRAMEWORK INCLUDING A PLURALITY OF COMPONENTS  
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IN THE AT LEAST ONE AREA  
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CREATING A SECOND DATABASE WHICH INCLUDES A LISTING OF ALL 31b  
SERVICES PROVIDED BY VENDORS THAT CORRESPOND TO THE  
COMPONENTS OF THAT AREA...

...INCLUDES A LISTING OF ALL OF THE 35a  
COMPONENTS OF AN AREA OF AN EXISTING **NETWORK** FRAMEWORK  
CREATING A SECOND DATABASE WHICH INCLUDES A LISTING OF ALL 35b  
COMPONENTS NECESSARY TO...

...A PLURALITY OF COMPONENTS 36  
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AND THE PLURALITY OF COMPONENTS THEREOF



INDICIA CODING A FIRST COMPONENT OF THE EXISTING **NETWORK** 38  
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INDICIA CODING A SECOND COMPONENT OF THE EXISTING **NETWORK** 39  
FRAMEWORK IN ORDER TO INDICATE THAT THE SECOND COMPONENT  
MUST BE IMPLEMENTED AFTER THE...

...OF ALL OF THE COMPONENTS REQUIRED FOR / 36a  
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**NETWORK** FRAMEWORK  
POSITIONING PRIMARY COMPONENTS, WHICH SHOULD OR MUST BE 36b  
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FRAMEWORK AND A PLURALITY OF COMPONENTS THEREOF  
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...PRODUCTS OR SERVICES  
COMPARING THE SERVICES IN THE DATABASE TO THE COMPONENTS 45c  
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OFFERED BY A VENDOR ON THE GRAPHICAL REPRESENTATION  
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DETERMINING AN EXISTING **NETWORK** FRAMEWORK 46  
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**NETWORK** FRAMEWORK  
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**NETWORK** FRAMEWORK AND A PLURALITY OF COMPONENTS OF THE  
EXISTING **NETWORK** FRAMEWORK  
INDICIA CODING THE COMPONENTS OF THE EXISTING **NETWORK** 49  
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51  
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FRAMEWORK IN A PICTORIAL REPRESENTATION  
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...ALLIANCE AMONG A PLURALITY OF 57  
BUSINESS ENTITIES IN TERMS OF COMPONENTS OF A CURRENT  
**NETWORK** FRAMEWORK  
DISPLAYING A PICTORIAL REPRESENTATION OF THE CURRENT 58  
**NETWORK** FRAMEWORK AND THE COMPONENTS

CONVEYING THE AT LEAST ONE ALLIANCE BY INDICIA CODING THE 59  
COMPONENTS OF THE CURRENT **NETWORK** FRAMEWORK IN WHICH  
THE AT LEAST ONE ALLIANCE EXISTS

Figure U

DISPLAYING A PICTORIAL REPRESENTATION OF AN EXISTING 60  
**NETWORK** FRAMEWORK INCLUDING A PLURALITY OF COMPONENTS  
INDICIA CODING THE COMPONENTS OF THE EXISTING **NETWORK** 61  
FRAMEWORK IN ORDER TO CONVEY A PLAN BY WHICH THE  
COMPONENTS OF THE SYSTEM...

...PICTORIAL 61 c

REPRESENTATION

Figure I K-1

61

Web Architecture FrameworkflBase Chart

Securit Services **Network** Services Internet Services Client Services

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Figure i

Web Architecture Framewor ore Commerce Capabilities

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security Services **Network** Services Internet Services Client Service

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Securltv services **Network** Services Internet Services Client Service

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O Supports Slabol's API sets for external integration

Protects resources on a private **network** from users of other

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Filters **network** traffic based on security miss

0 Provides atemn notification of attacks N Provides adapter or...

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Figure 10

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Customer Facing Web Architecture Framework

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Web Application Services

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Figure 1 Al

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**Network** Access

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Figure 1 AO

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Information Management

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Figure 2C

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'Se6uhty Administration...

...Execution Architecture Support

☐ Preventative maintenance Development Architecture Support

☐ Database reorganization Operations Architecture Support

☐ Resource management **Network** Support

☐ Daily operations 0 Tool Support and Training

☐ Repository operations 0 Technical Standards Support

☐ Equipment installation 0 Developers Help Desk

☐ **Network** operations 0 Performance Monitoring

☐ System software 0 Design Review

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Figure 10  
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Figure 13  
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Community Data training, service)  
1 4 2 1 4 3...Figure 23B  
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DEVELOPING CONTENT OF A DATA INTERFAde FOR ACCESSING DATA ON A 2400  
**NETWORK**  
2402

MANAGING THE CONTENT OF THE DATA INTERFACE  
APPROVING THE PUBLICATION OF THE CONTENT BEFORE...

...COURSE OFFERINGS

2502

ALLOWING THE SELECTION OF THE COURSE OFFERINGS

2504

EDUCATING USERS OVER A **NETWORK**

I 2506

DISPLAYING A STATUS OF THE EDUCATION OF THE USERS INCLUDING AT LEAST  
ONE...USER VERIFICATION DATA

ENABLING VIRTUAL PRIVATE NETWORKING 2704

Figure 27

1414

CACHING CONTENT OF A

**NETWORK**

2

PROVIDING APPLICATION PROXY SERVICES ON THE **NETWORK**

MANAGING RESOURCES OF THE **NETWORK**

MANAGING **NETWORK** OBJECTS ON THE **NETWORK** 280

CONTROLLING AT LEAST ONE OF BANDWIDTH AND SPEED OF THE **NETWORK**

ENABLING REMOTE ACCESS SERVICES ON THE **NETWORK** 2810

2812

AFFORDING FIREWALL SERVICES ON THE **NETWORK**

Figure 28

1416

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PROVIDING HTTP PAGE RENDERING OVER A **NETWORK** FRAMEWORK 2900

ENABLING SECURE BROWSER COMMUNICATION OVER THE **NETWORK** 2902  
FRAMEWORK

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AFFORDING ELECTRONIC MAIL TRANSPORT SERVICES OVER THE 2904

**NETWORK** FRAMEWORK

I

PROVIDING FILE TRANSFER SERVICES OVER THE **NETWORK** 2906  
FRAMEWORK

GATHERING AND LOGGING INFORMATION OF ONLINE EVENTS DURING 2908

ONLINE SESSIONS OVER THE **NETWORK** FRAMEWORK

2910

INTERFACING APPLICATIONS VIA PREDETERMINED PROTOCOLS OVER  
THE **NETWORK** FRAMEWORK

Figure 29

1418

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MANAGING CLIENT VERIFICATION DATA FOR USE@ AIU@HENTICATION PURPOSES IN  
A **NETWORK** FRAMEWORK

3002

PROVIDING ELECTRONIC MAIL CAPABILITIES IN THE **NETWORK** FRAMEWORK

ENABLING **NETWORK** FRAMEWORK BROWSING IN THE **NETWORK**

FRAMEWORK/e@s,,,j

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OUTPUTTING ANSWERS TO FREQUENTLY ASKED QUESTIONS RELATING TO THE 3006  
CONTENT-RELATED WEB APPLICATION SERVICES

300

PROVIDING NEWS READER CAPABILITIES IN THE **NETWORK** FRAMEWORK  
AFFORDING CHAT ROOM CAPABILITIES IN THE **NETWORK** FRAMEWORK 3010  
3012

ENABLING PLAYBACK CAPABILITIES IN THE **NETWORK** FRAMEWORK  
PROVIDING FINANCIAL TRANSACTIONAL CAPABILITIES IN THE **NETWORK**  
FRAMEWORK  
1420

Figure 30  
PROVIDING DATA ACCESS FROM MULTIPLE SIMULTANEOUS DATA  
SOURCES OVER A **NETWORK** FRAMEWORK  
3102

STORING APPLICATION DATA OVER THE **NETWORK** FRAMEWORK  
Figure 31  
1424

INTEGRATING FINANCIAL SYSTEMS OVER A **NETWORK** FRAMEWORK 3200  
3202

IMPLEMENTING SALES FORCE INTEGRATION OVER THE **NETWORK**  
FRAMEWORK  
COMBINING HUMAN RESOURCE SYSTEMS OVER THE **NETWORK** 3204  
FRAMEWORK

INTEGRATING CALL CENTERS OVER THE **NETWORK** FRAMEWORK 3206  
1422 Figure 32

PROVIDING LOCATOR CAPABILITIES OVER A **NETWORK** FRAMEWORK 3300  
TRANSMITTING AT LEAST ONE OF STREAMING VIDEO AND AUDIO DATA 3302  
OVER THE **NETWORK** FRAMEWORK  
3304

LOGGING EVENTS OVER THE **NETWORK** FRAMEWORK  
3306

PASSIVELY MANAGING USER PROFILE INFORMATION OVER THE  
**NETWORK** FRAMEWORK  
1426 Figure 33

VALIDATING USER PROFILE DATA IN A SYSTEM  
4

MANAGING THE USER PROFILE DATA IN THE SYSTEM  
STORING THE USER PROFILE DATA IN THE SYSTEM  
I

MANAGING **NETWORK** OBJECT DATA IN THE SYSTEM 3406  
STORING THE **NETWORK** OBJECT DATA IN THE SYSTEM 340  
ASSIGNING OF COMMUNITY PROFILE DATA TO A COMMUNITY INCLUDING...

...COMMUNITIES OF USERS IN THE SYSTEM 3512  
PROVIDING BACKUP CAPABILITIES IN THE SYSTEM 3514  
PROVIDING **NETWORK** APPLICATION STAGING IN THE SYSTEM 3516  
1430

Figure 35  
PROVIDING DEVELOPMENT TOOLS FOR SYSTEM APPLICATIONS...

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00761422  
BUSINESS ALLIANCE IDENTIFICATION  
SYSTEME, PROCEDE ET ARTICLE DE PRODUCTION POUR L'IDENTIFICATION D'ALLIANCES  
COMMERCIALES DANS UN CADRE D'ARCHITECTURE RESEAU  
Patent Applicant/Assignee:

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Legal Representative:

BRUESS Steven C (agent), Merchant, Gould, Smith, Edell, Welter & Schmidt,  
P.A., P.O. Box 2903, Minneapolis, MN 55402-0903, US,

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SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

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Publication Year: **2000**

Claim

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HIGHLIGHTING THE REDUNDANCIES AND THE OMISSIONS BY INDICIA 33  
CODING THE COMPONENTS OF THE EXISTING **NETWORK** THAT RESIDE  
IN THE AT LEAST ONE AREA

Figure 1 B

12

CREATING A DATABASE...

...A LISTING OF ALL OF THE 31 a

COMPONENTS OF AN AREA OF AN EXISTING **NETWORK** FRAMEWORK  
CREATING A SECOND DATABASE WHICH INCLUDES A LISTING OF ALL 31b  
SERVICES PROVIDED BY...

...INCLUDES A LISTING OF ALL OF THE 35a  
COMPONENTS OF AN AREA OF AN EXISTING **NETWORK** FRAMEWORK  
CREATING A SECOND DATABASE WHICH INCLUDES A LISTING OF ALL 35b  
COMPONENTS NECESSARY TO...

...A PLURALITY OF COMPONENTS 36  
REQUIRED FOR IMPLEMENTATION OF A PREDETERMINED  
TECHNOLOGY USING AN EXISTING **NETWORK** FRAMEWORK  
PICTORIALLY REPRESENTING THE EXISTING **NETWORK** FRAMEWORK 37  
AND THE PLURALITY OF COMPONENTS THEREOF  
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INSTALLED BEFORE OTHER SECONDARY COMPONENTS...

...PRIMARY COMPONENTS TO BE DELIVERED IN THE 41c  
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45c  
COMPARING THE SERVICES IN THE DATABASE TO THE COMPONENTS  
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45d  
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DETERMINING AN EXISTING **NETWORK** FRAMEWORK 46  
DEFINING A PLAN WHICH INCLUDES IMPROVEMENTS TO THE EXISTING 47  
**NETWORK** FRAMEWORK  
DISPLAYING A PICTORIAL REPRESENTATION OF THE EXISTING 48  
**NETWORK** FRAMEWORK AND A PLURALITY OF COMPONENTS OF THE  
EXISTING **NETWORK** FRAMEWORK  
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RELATING TO COMPONENTS OF A CURRENT **NETWORK** FRAMEWORK  
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IDENTIFYING THE COMPONENTS OF THE CURRENT **NETWORK** 56



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SERVICES RELATE BY INDICIA CODING THE COMPONENTS  
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CREATING A FIRST DATABASE...

...ALLIANCE AMONG A PLURALITY OF 57  
BUSINESS ENTITIES IN TERMS OF COMPONENTS OF A CURRENT  
**NETWORK** FRAMEWORK  
DISPLAYING A PICTORIAL REPRESENTATION OF THE CURRENT 58  
**NETWORK** FRAMEWORK AND THE COMPONENTS  
CONVEYING THE AT LEAST ONE ALLIANCE BY INDICIA CODING THE 59  
COMPONENTS OF THE CURRENT **NETWORK** FRAMEWORK IN WHICH  
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[3 Provides alarm notification of attacks . 6 Provides adapter...  
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PLEASE ENTER A COMMAND OR BE LOGGED OFF IN 5 MINUTES

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TIMEOUT: Logged Off 09/30/03 14:52:22 by System

Connection closed by remote host